January 5, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

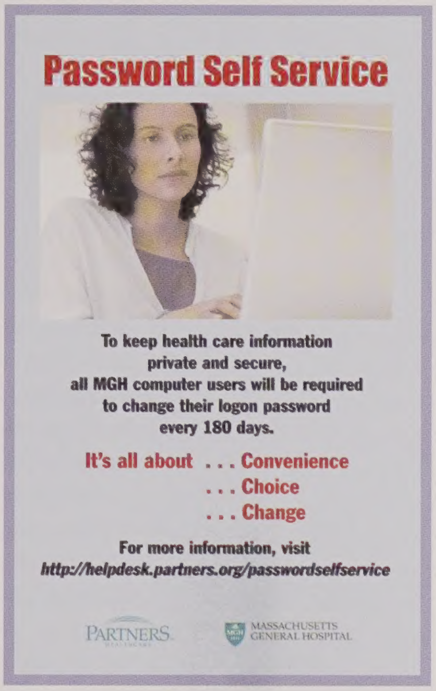
New year, new computer password

Beginning in January, all MGH employees and professional staff will need to change their password used to log on to any Partners network computer. The Partners password will expire every 180 days (or six months). To help employees make this change, the MGH is implementing a Password Self Service system so that employees can create and manage their Partners passwords.

Starting Jan. 24, MGH employees will be selected in phases to participate in the system using an application called MYProfile. Employees will receive e-mail messages with their password expiration date and instructions about registering and creating their Partners password in MYProfile.

Will changing my password be difficult? MYProfile is easy to use and will lead employees through a few prompts to create a Partners password. The new Partners password will need to be at least eight characters and contain at least one alpha and one numeric character.

Employees will need to create a new Partners password before the expiration date. If a password is not selected before the expiration date, the user will be locked out of the Partners network. Several e-mail reminders will be sent to employees prior to the password expiration date. Employees will be able to change their Partners password at any time without assistance from the Help Desk.



Password Self Service

To keep health care information
private and secure,
all MGH computer users will be required
to change their logon password
every 180 days.

It's all about . . . Convenience
. . . Choice
. . . Change

For more information, visit
http://helpdesk.partners.org/passwordselfservice

PARTNERS MASSACHUSETTS GENERAL HOSPITAL

Why are all of the Partners hospitals changing passwords? Partners hospitals are implementing this new password system, which is similar to what other organizations provide, to ensure that employees' computer systems are protected from security breaches such as identity theft. Using this new Partners Password Self Service system will put all Partners institutions in line with HIPAA guidelines and industry standards that call for stronger security practices.

Will the new Partners password be used for other applications like POE and BICS? No, passwords for clinical applications – now called "keys" – will remain the same.

The five- or six-digit key for clinical applications *(examples listed below)* will remain the same for signing purposes and will no longer be used as a password to a Partners network computer.

Major computer systems where a key is used: LMR, PAML, POE/COE, PEDI Web Consent, QACT Linkdown, OR Scheduling, Dynamic Scheduling, Nursing Periop, PATA OR Stats, Periop Print, Block Manager, PrefCard and PICK List.

How can I get more information about changing my password using the new system? For a list of frequently asked questions, visit *helpdesk.partners.org/passwordselfservice.htm.* For specific questions about the new system, call the Help Desk at (617) 726-5085. ●

Clinicians find PCOI website a timesaver

Busy MGH clinicians seeking to squeeze some extra time into their packed schedules have been turning to a valuable resource: the Primary Care Office Insite (PCOI) intranet website. The site is a collaborative effort between the MGH General Medicine Unit and the Lab of Computer Sciences and offers practice guidelines, patient handouts, clinical resource links, useful forms and other resources. Among primary care practitioners at the MGH, 94 percent have used the PCOI website at least once during a two-month period. According to a 2006 survey, they reported that using the site saved them an average of 20 minutes per day.

Although the PCOI website is intended to serve MGH primary care physicians, users have registered from nearly every department at the hospital. The site also is popular at other Partners institutions, including BWH, Newton-Wellesley Hospital and North Shore Medical Center. In total, the site has more than 9,000 registered users.

The PCOI site can be accessed by typing the letters "oi" into the URL address of any Partners computer or through the Start menu by clicking "Partners Applications," then "Clinical Resources" and then "PCOI – Primary Care Office Insite." For more information, contact Jean Callahan, medical editor of the site, at *jcallahan2@partners.org.*

Room 22 improves care for orthopædic trauma patients

In hospitals and trauma centers across the country, orthopædic surgeons face a major challenge in accommodating urgent and emergency fracture surgeries into already packed schedules. Stemming from limited operating room availability, this problem can lead to frustration for both physicians and patients as surgeries are rescheduled to accommodate new cases that come in throughout the day. MGH Orthopædic Surgery, however, developed an innovative solution to this issue by dedicating an operating room specifically to trauma surgeries. This operating room is known as "Room 22."

Plans for Room 22 were first developed in 1999, when the MGH made a commitment to creating a world-class orthopædic trauma program. Prior to its implementation, fracture surgeries often were performed late in the day after elective surgeries were completed. This proved challenging for physicians, as they were sometimes forced to operate at off-peak hours and with less experienced support staff. If a fracture required emergency surgery, an elective case would have to be bumped, inconveniencing patients and other staff. With the advent of the dedicated trauma operating room, however, patients requiring fracture surgery are attended to immediately, and elective surgeries can be performed as scheduled.

Mark Vrahas, MD, chief of Partners Orthopædic Trauma Services; Harry Rubash, MD, chief of MGH Orthopædic Surgery; and R. Malcolm Smith, MD, chief of the MGH Orthopædic Trauma Service; all played integral roles in bringing Room 22 to fruition. "Congratulations to Drs. Vrahas and Smith for their innovations in developing this solution to a very difficult problem," says Rubash. "Our trauma patients receive world-class care in a timely and efficient fashion as a result of this dedicated OR program. This could not have existed without the help of MGH Administration, Anesthesia, Nursing and Orthopædics."

Adds Vrahas, "Thanks to everyone's support, this innovative approach has been a win-win situation all around. It has improved patient care and at the same time made life easier for the surgeons and OR staff."

Several other medical institutions – including the Carolinas Medical Center and the UMASS Memorial Medical Center – have since followed the MGH model in developing their own dedicated orthopædic trauma operating rooms. The MGH orthopædic surgery team also recently published an article on the benefits of maintaining a dedicated trauma space in *The Journal of Trauma, Injury, Infection and Critical Care.*

THE BIOFITS
BIOFITS

Biomedical Engineering Be Fit 7 participants celebrate.

Biomedical Engineering wins in Be Fit

The Be Fit program at the MGH teaches participants about healthy eating and exercise under the careful guidance of registered dieticians and certified personal trainers. More than 890 MGHers have participated in the program, now in its eighth phase, and have collectively lost a total of 4,470 pounds. Recently, Be Fit participants gathered in the Clinics Amphitheater for a pep rally to celebrate the success of the Be Fit 7 participants.

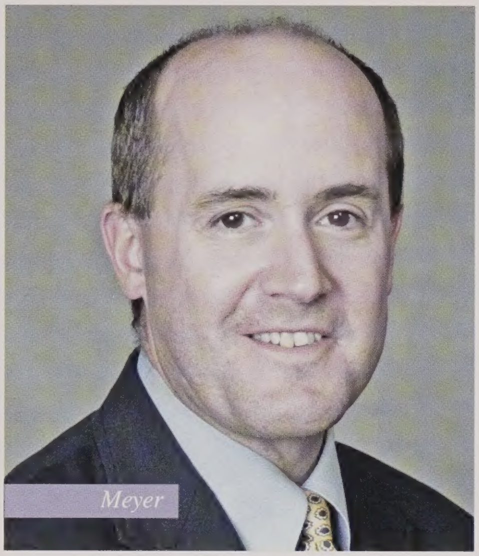
MGH's Biomedical Engineering team racked up first place wins in all three main categories – most weight lost, most workouts and most food records – a first in Be Fit's history. They also won the "Steppin' Up" award, which acknowledges the team achieving the greatest increase in number of steps walked from week 1 to week 9. The 22 Biomedical Engineering Be Fit participants were led by team captains Janice Guglielmi and Suzanne Thomas. The group's trainer was Stephen Power of The Clubs at Charles River Park, and their nutritionist was Deb Hollon of MGH Nutrition and Food Services.

Other awards went to the Division of Infectious Diseases team, which won the "Slow and Steady" award, while the 101 Merrimack St. team was designated "Most Motivated." Finance/Faculty Development and Radiation Oncology were joint winners of "The Little Engine That Could and Should" award, and the Vincent Obstetrics team won "Most Improved."

Be Fit 8 began Dec. 4 at CNY, where teams from the MGH Transplant Center, the Athinoula A. Martinos Center for Biomedical Imaging, Professional Billing 1 and 2, the Institute of Health Professions and Building 149 began a friendly fitness competition. In addition, MGH researchers will begin to study the short- and long-term impact of the program on the health of MGH employees who participate. Under the leadership of Anne Thorndike, MD, instructor in Medicine, researchers will assess changes in behavior and clinical measurements such as weight, fasting lipids, fasting glucose and blood pressure.

The Be Fit program is co-sponsored by MGH Nutrition and Food Services and The Clubs at Charles River Park. For more information, access *intranet.massgeneral.org/befit/.* ●

Meyer named senior vice president for Quality and Patient Safety


Meyer

Gregg S. Meyer, MD, MSc, medical director for the Massachusetts General Physicians Organization (MGPO), has been named senior vice president for Quality and Patient Safety for the MGH and the MGPO. In this newly created position, Meyer will be responsible for building upon and coordinating the hospital's quality and safety programs.

Meyer brings a wealth of knowledge and expertise to his new role. Prior to joining the MGH, he served as director of the Center for Quality Improvement and Patient Safety at the Agency for Healthcare Research and Quality, where he was responsible for conducting and supporting research on quality measurement, improvement and reporting. Meyer also has served on a number of key committees concerned with quality and safety, including the Joint Commission Board of Commissioners, the National Committee for Quality Assurance's Committee on Performance Improvement, the World Health Organization's Scientific Peer Review Group on Health Systems Performance Assessment, NASA's Medical Policy Board and has co-chaired the National Quality Forum's Safe Practices Maintenance Committee. He will be joined by Elizabeth Mort, MD, associate chief medical officer for the MGH, who has been named vice president and will work with Meyer to develop the hospital's quality and safety program.

"This announcement signals that the MGH and MGPO commitment to quality and safety is taking on even greater importance," says Peter L. Slavin, MD, president of the MGH. "We have a strong foundation of excellence, yet we have much work to do to make sure each patient has the best possible experience and outcome." Adds David Torchiana, MD, chairman and chief executive officer of the MGPO, "I would like to add my congratulations to Gregg for being chosen for this role. This choice reflects the confidence we have in Gregg's leadership and talents as well as the priority focus that quality and safety has become for the MGH."

Meyer's appointment comes as the MGH is renewing and revitalizing its commitment to quality and patient safety. Many of the MGH's clinical and administrative leaders recently attended educational retreats at Harvard Business School, and the hospital has begun forming "tiger teams" to address specific quality and safety issues that require urgent attention. These efforts will be guided by the results of the recent visit by surveyors from the Joint Commission on the Accreditation of Healthcare Organizations, which found several areas needing improvement across the MGH. Meyer and his team will begin their work with a top-to-bottom review of the hospital's quality and safety efforts and will develop a plan for their transformation.

"I am excited to take on this new role, and its creation says a great deal about the general direction of the MGH and MGPO," says Meyer. "I am looking forward to working with my colleagues to create the organizational structure that will support the MGH and MGPO in leading the nation in quality and safety." ●

Radiology Department releases new ROE

The Department of Radiology will launch ROE 2, a new version of the Radiology Order Entry online scheduling and reporting program. The revised program includes new features and improved functionality that have emerged as a direct result of feedback from referring physicians and office staff.

In addition to being more user-friendly, enhancements include increased speed, the ability to order multiple exams, improved scheduling functionality and the ability to view patient exam status and reports. The new system will begin running Jan. 15, and will require a one-time registration. Users may continue to access ROE 2 by typing *mghroe* into the URL address bar of any Partners computer.

The MGH Radiology Quality Assurance team will be conducting ongoing program demonstrations throughout January. To schedule a training session for a practice, contact Bill Barron at (617) 643-2198 or *wbarron@partners.org* or Michelle Dean at (617) 643-2494 or *mhdean@partners.org.*

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WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will sponsor a one-hour exercise session, "Get Warm, Stay Fit" Jan. 11, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. Senior HealthWISE also will host a screening of the film "Little Miss Sunshine" Jan. 15, from 1:30 to 3:30 pm in the Haber Conference Room. Registration is required for both events and admission is free. For more information or to register, call (617) 724-6756.

Ethics forum

The MGH Ethics Task Force will present "Talking About Code Status: Translating Goals of Care into Orders" Jan. 12, from noon to 1 pm in the Yawkey Center, Room 2220. For more information, contact Akinluwa Demehin at *ademehin@partners.org* or (617) 726-4954.

EAP manager and supervisor training course

The MGH Employee Assistance Program (EAP) will offer a training course for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral, mental health and substance abuse concerns. The course will be held Jan. 11, from 1 to 3 pm in the Haber Conference Room. For more information, visit *www.massgeneral.org/leadershipacademy.* To register, call (617) 726-6976.

CFD noontime learning series

The MGH Center for Faculty Development's (CFD) noontime learning series will sponsor "Networking for Career Success" Jan. 18, from noon to 2 pm in the Yawkey Center, Room 10660. Diane Darling, principal consultant for Effective Networking, will be the guest speaker. CME credits will be available. For more information or to register, call (617) 724-5229 or e-mail *cfd@partners.org.*

Lecture about the RPDR

The MGH Lab of Computer Science and the Clinical Research Program are co-hosting "RPDR: Using the Web-Based Partners Research Patient Data Registry to Recruit Patients from Your Own Practice" Jan. 17, from 4 to 5 pm in the O'Keeffe Auditorium. The lecture will provide an overview of the RPDP, a Partners information resource that allows investigators to query large amounts of patient clinical data. To register, visit *hub.partners.org.* For more information, contact Lulie Ebaugh at (617) 724-2900 or *lebaugh@partners.org.*

Partners Physicians Day

All Partners physicians are invited to attend the eighth annual Partners Physicians Day Feb. 10, from 8 am to 5 pm at the Boston Sheraton Hotel. The registration deadline is Jan. 19. For more information, contact Grace Bommarito at *gbommarito@partners.org.* To register online at a Partners workstation, visit *clinicalaffairs.partners.org.*

Stress reduction sessions

The MGH will offer free stress reduction sessions for employees during the month of January through a partnership with the Be Fit program and the Benson-Henry Institute for Mind Body Medicine at MGH. Sessions will be held every weekday from noon to 12:30 pm in the Lower Amphitheater on Clinics 1.

IN GENERAL

Thomas Lynch, MD, of MGH Hematology/Oncology, and **Douglas J. Mathisen, MD,** chief of General Thoracic Surgery, were two of seven physicians who received the "Crystal Ball Clearly Time Award" from the Lung Cancer Alliance (LCA) for their work in the field of lung cancer. The LCA is the only national nonprofit organization solely dedicated to patient support and advocacy for people living with lung cancer and those at risk for the disease.

The MGH Cardiac Ultrasound Laboratory was granted accreditation by the Intersocial Commission for the Accreditation of Echocardiography Laboratories (ICAEL). The laboratory is among the first one thousand echocardiography laboratories in the United States to be recognized for its commitment to high quality patient care and its provision of quality diagnostic testing.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

Peter L. Slavin, MD, honored by *El Planeta*

Peter L. Slavin, MD, MGH president, has been recognized as one of the people who has made a positive impact on the local Latino community in 2006 by *El Planeta*, the largest circulating Spanish-language newspaper in New England. Because he has contributed to the well-being and health of Latinos in Massachusetts, Slavin is among 100 leaders who were named to *El Planeta's* El Poderometro 2006 (The Powermeter 2006).

January 12, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Lifesaving training put to the test

When the staff of the Cardiac Catheterization Lab on Blake 9 went through the recertification process for Advanced Cardiac Life Support (ACLS) and Basic Life Support (BLS), staff member Thomas DeWitt, RN, had some trouble with one of the test questions about applying automatic external defibrillator (AED) chest pads. He and his unit instructor Sharon Bossie, RN, together reviewed the instructions and DeWitt passed the test. Little did either know just how important this information soon would become.

The next day, DeWitt traveled to Washington, D.C., taking an early morning flight into Reagan National Airport. Because of the time of day, few people were around. On his way to the baggage claim area, he noticed a man slumped on the floor and in acute distress. With the traveler turning blue and lapsing into unconsciousness, DeWitt leapt into action and put into practice the very skills he had reviewed the day before. Feeling no pulse, he asked a bystander to retrieve an AED and then began performing CPR. When the AED arrived, DeWitt applied the pads and delivered the advised shock. After another round of CPR, the man began breathing and his pulse returned.

Thanks to DeWitt's quick thinking, the man – a well-known rocket scientist with the U.S. Department of Defense – recovered after a short stay at a local hospital. "I believe recertification and reviewing the changes to the ACLS and BLS are imperative," says DeWitt. "Having the information fresh in my mind obviously helped make a difference that day."

From left, Frederika Durant, Olivia Nyhan and Larry Ronan, MD, of MGH Internal Medicine Associates, director of the Durant Fellowship

Durant and Nyhan remembered with Bantamweight Archangel

Friends, family members and colleagues gathered to remember the lives of MGH physician Thomas S. Durant, MD, and *Boston Globe* reporter David Nyhan at a Dec. 11 reception in the MGH Trustees Room. The event was held to commemorate both men and celebrate the private publishing of *Bantamweight Archangel: The Life and Afterlife of Thomas S. Durant, MD,* which was compiled by Nyhan. Special guests at the reception included Durant's wife Frederika and Nyhan's wife, Olivia.

Before Nyhan died in 2005, he had assembled a collection of stories that chronicled the life and humanitarian work of Durant, who died in 2001. A beloved doctor, humanitarian medical relief worker, inspirer of social change and the namesake of the Thomas S. Durant, MD, Fellowship in Refugee Medicine at the MGH, Durant helped thousands of individuals around the world through his humanitarian work.

According to Nyhan's prologue, Durant's death "left a large hole in the hearts of friends." Those who contributed stories not only worked with Durant, but also witnessed his courage and caring in action. Many admired his spirit and tenacity to impart change wherever it was desperately needed.

Chapters recounted Durant's work helping impoverished people around the world, in places such as Vietnam, Afghanistan, Iraq, Sudan, Somalia, Rwanda, Bosnia, Honduras and Kosovo. Today, the Thomas S. Durant, MD, Fellowship in

(*Continued on page 2*)

Multicultural Affairs Office establishes interdepartmental advisory board

The MGH Multicultural Affairs Office (MAO) works with virtually all departments of the hospital and Harvard Medical School (HMS) to develop culturally competent clinicians and promote the recruitment, retention and advancement of the careers of under-represented minority medical students, clinicians and researchers. The office's goal is to enhance the quality of care, teaching and research at the MGH. To further their mission, the MAO has established an interdepartmental advisory board to provide advice and develop strategies for the office.

Comprised of MGH and Massachusetts General Physicians Organization (MGPO) leadership, an MGH trustee, an HMS dean and several minority physician leaders, the MAO advisory board is the first of its kind at a hospital in the United States. "This new advisory board is an innovative concept and coincides with the office's structural transformation into a full-service operation that collaborates across the board with all hospital departments, Harvard Medical School and the local community," says Elena Olson, executive director of the MAO.

Peter L. Slavin, MD, MGH president, and Winfred "Win" Williams, Jr., MD, founding director of the MAO, together serve as co-chairs of the new board. "Our vision is to bring together key leaders from across the MGH – chiefs, trustees, senior administrators, under-represented minority faculty – to provide a broad spectrum of perspectives, opinions and ideas," says Slavin. "Our ultimate goal is to create a welcoming and diversity-friendly environment at the MGH where under-represented minority physicians, clinicians and scientists can grow and develop. This is a crucial issue in addressing the needs of our increasingly diverse patient population, as well as in our role in education and research."

From left, Williams, Allison Rimm, vice president for Strategic Planning and Information Management, Olson and Slavin

Founded in 1992 as the Office of Minority Health Professionals, the MAO seeks to promote and advance the careers of minority students, trainees and physicians at the MGH. For more information, access *www.massgeneral.org/mao/index.html* or call (617) 724-3832. ●

Winterfest fun

The MassGeneral Hospital *for* Children's Hematology and Oncology Department rang in 2007 in style with its annual Winterfest Jan. 7. More than 250 people attended the festivities at the Holiday Inn on Blossom Street, organized for the department's immediate community by its caregivers. The fun included face painting, caricature artists, chair massages and cookie decorating. Friends, family members, caregivers, staff and patients of all ages – from babies to teenagers – attended the party. Highlights included a professional magician, a raffle in which prizes were awarded to 20 different families, and a visit from Frosty the Snowman and his helpers Mickey Mouse and "Beauty and the Beast's" Belle, who delivered gifts to the patients. Ice cream sundaes were provided by Cold Stone Creamery, and a good time was had by all.

– Bantamweight Archangel

(Continued from page 1)

Refugee Medicine continues his work by offering MGH clinicians six months to one year of sponsorship to serve refugee populations and victims of war and natural disaster through medical care and support.

"The legacy he left his friends is our shared conviction that something precious had been among us, and should not be extinguished by his mere death," wrote Nyhan. "Tom amassed something too good, too important, to be allowed to fade to black. … So, in his name, in our thousand different ways, we carry on, making a difference or at least trying to, one day at a time, one person at a time."

Bantamweight Archangel: The Life and Afterlife of Thomas S. Durant, MD, was printed in a limited quantity. For more information, contact Danica Mari at *dmari@partners.org* or (617) 724-3874. ●

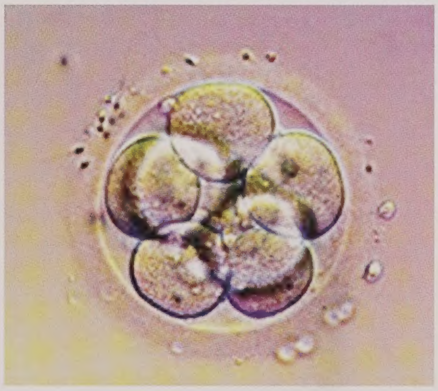
MGH Fertility Center offers patients hope

Since 1992, the MGH Fertility Center has offered a complete range of fertility services, including the most advanced assisted reproductive technologies. As one of the most successful fertility programs in the United States, the Fertility Center and its patients have among the highest pregnancy rates in the country. As a reflection of its commitment to safety, the center also has among the lowest rates of high-order multiple births. In the past year, members of the MGH leadership have collaborated with the Vincent Obstetrics and Gynecology staff in the shared goal of expanding the program, increasing capacity and fine-tuning operations.

Peter L. Slavin, MD, MGH president, and Dan Ginsburg, Massachusetts General Physicians Organization (MGPO) president and chief operating officer, endorsed the Fertility Center's plans. Says Isaac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service, "We received tremendous support from Peter Slavin, Dan Ginsburg and hospital leadership on all fronts. They saw an opportunity to expand services for couples grappling with infertility and supported us every step of the way."

The center recently moved to a new and larger state-of-the-art facility on the tenth floor of the Yawkey Center for Outpatient Care, enabling the center to serve additional patients. Under the leadership of Schiff, and Fredric Frigoletto, Jr., MD, associate chief, several initiatives to expand services to patients and increase volume were put into place. Chief among these efforts were operational improvements and strategic marketing initiatives.

To raise the visibility of the Fertility Center throughout the region, a comprehensive marketing plan was crafted. Its scope included a competitive analysis, physician and consumer market research and a strategy to communicate with both consumers and physicians in the community.



"Our goal was to let couples know that the MGH Fertility Center is a valuable resource, offering the most advanced technology nestled in a program that is highly personal, responsive not only to individualized clinical needs, but also to the psychosocial issues associated with infertility," says Frigoletto.

In addition to marketing the center's services, operational improvements were put into place. Christine Primiano, director of MGH Ambulatory Consulting Services, oversaw the operations improvement initiative and worked closely with the Vincent Obstetrics and Gynecology Service's John Petrozza, MD; Thomas Toth, MD; Linda Kelly, RN; and Nancy Sousa, RN, to implement these changes quickly and effectively. The enhancements included the standardization of the medical record, conversion to an electronic medical record and a new team-based staffing model.

"As a result of the extraordinary support we received from both the hospital's Ambulatory Consulting Services and Marketing, our Fertility Center is helping a record number of couples achieve their dream of having a family and receiving care that is efficient and seamless," says Schiff.

The Fertility Center was created through support from the Vincent Board of Trustees. Over the past 15 years the center has been in the forefront of advances in reproductive medicine. Among the services offered are preimplantation genetic diagnosis for detection of diseases prior to pregnancy, single embryo transfer eliminating multiple births, cryopreservation of embryos and mind/body programs. The center has taken a leadership role in researching cryopreservation of the human egg, which would provide young women undergoing chemotherapy or radiation a way to remove their eggs and preserve them before being affected by cancer therapy. ●

CONTACT PRECAUTIONS *PLUS*

Changes in policy

In September 2005, the MGH Infection Control Unit introduced a new category of isolation precautions known as "Contact Precautions *Plus*" for patients with *Clostridium difficile*-associated diarrhea. This category differed from Contact Precautions in that it required all staff to wash and dry their hands after contact with the patient or the patient's environment before using Cal Stat. Contact Precautions *Plus* also involved a special cleaning process called the "drench method" using the hospital-approved disinfectant Virex. These interventions, however, have not reduced the rates of health care-associated *C. difficile*-associated infection during the past year. As a result, the MGH Infection Control Unit recently made a change to the cleaning component of the Contact Precautions *Plus* policy.

Staff now will use a bleach-based detergent/disinfectant product made by Clorox for routine cleaning of inpatient rooms of patients on Contact Precautions *Plus* for *C. difficile*-associated diarrhea. Unit-based education has been provided to nurses and unit service associates (USAs) about this product, which recently was rolled out in these areas. The Contact Precautions *Plus* sign posted outside of patient rooms also has been redesigned with the word "*Plus*" in larger text and highlighted in red. This sign will signal to USAs that the room should be cleaned with the new Clorox detergent/disinfectant.

The full policy for Contact Precautions *Plus* is available on the Infection Control Unit website at *infectioncontrol.massgeneral.org/icu/*. Contact Precautions *Plus* signs may be ordered from Standard Register (#84636). For more information about precautions for *C. difficile*-associated diarrhea, call (617) 726-2036.

WHAT'S HAPPENING

Mass General West mammography services
The MGH Department of Radiology now offers digital screening mammography services at Mass General West in Waltham. The Mass General West Women's Imaging Suite is open Monday through Friday, from 8 am to 3:30 pm. Exams can be scheduled using Radiology Order Entry (ROE), which can be accessed by typing *mghroe* into the URL address of any Partners computer. For more information, visit *www.massgeneralimaging.org.*

EAP seminar on credit reports
The MGH Employee Assistance Program (EAP) will host "Understanding Your Credit Report and Protecting Your Credit" Jan. 18, from noon to 1 pm in the Thier Conference Room. Representatives from Consumer Credit Counseling Services will discuss how to understand a credit report, protecting credit history and other topics. For more information, call visit *www.eap.partners.org* or call (617) 726-6976.

Conference on ethical dilemmas of caregiving
The MGH Institute of Health Professions, the Patient Care Services Institute for Patient Care and the Ethics in Clinical Practice Committee will co-sponsor "Maintaining Compassionate Care: Strategies to Prepare Family-Professional Caregiver Teams for Ethical Dilemmas of Caregiving in Times of Uncertainty" Feb. 8 and 9. To download a conference brochure and to register, visit *www.mghihp.edu/aboutus/news.html.* For more information, contact Elizabeth Pipes at *epipes@partners.org* or Ellen Robinson at *erobinson1@partners.org.*

Partners Physicians Day
All Partners physicians are invited to attend the eighth annual Partners Physicians Day Feb. 10, from 8 am to 5 pm at the Boston Sheraton Hotel. The registration deadline is Jan. 19. For more information, contact Grace Bommarito at *gbommarito@partners.org.* To register online at a Partners workstation, visit *clinicalaffairs.partners.org.*

Rev. Dr. Martin Luther King, Jr. Celebration
Partners HealthCare, the MGH and the MGH Disparities Solutions Center will co-host "A Celebration of the Legacy of Rev. Dr. Martin Luther King, Jr." Jan. 19, from 3 to 4 pm in the Simches Center, third floor conference center. A reception will be held from 4 to 5 pm in the Simches foyer. For more information, call (617) 724-3963 or visit *intranet.partnerspulse.org/News/MLKPoster.pdf.*

Claflin Awards applications
Applications for the 2007 Claflin Distinguished Scholars Awards now are available for women researchers interested in supplemental funding. The awards are sponsored by the MGH Office for Women's Careers and the Executive Committee on Research. To qualify, applicants must be MDs or PhDs within seven years of their first faculty appointment and with Harvard Medical School appointments. They also must be responsible for the care of children. Applications are due by Feb. 16 and should be sent to Research Management, Grants and Contracts Office at 50 Staniford St., 10th floor, Suite 1001. For more information, contact Maureen Shanley at (617) 726-1548 or *mshanley@partners.org.*

Senior HealthWISE events
The MGH Senior HealthWISE lecture series will offer "Memoir Writing" Jan. 18, from 11 am to noon in the Haber Conference Room. Chris Castellani, director of the Grub Street Writing Center, will be the guest speaker. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks Jan. 22, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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(617) 726-2206

IN GENERAL

Katharine Treadway, MD, of MGH Internal Medicine, received the 2006 Leonard Tow Humanism in Medicine Award from the Arnold P. Gold Foundation. The award is presented annually to medical students and faculty members who best demonstrate the foundation's ideals of outstanding compassion in the delivery of patient care and respect for patients, their families and health care colleagues. Treadway is a primary care physician, an associate master of the Canon Society at Harvard Medical School (HMS), director of the newly created Introduction to the Profession course for all incoming HMS students and co-director of Patient-Doctor II, a required course for all second-year students at HMS.

In November, the American College of Surgeons approved the MGH as a Level 1a **Bariatric Surgery Center**, the highest level of certification. Because of this designation, weight loss surgery performed at the MGH now will be covered by Medicare. The hospital also is eligible for similar designation by Blue Cross Blue Shield (BCBS) of Massachusetts when the BCBS establishes a Bariatric Surgery Center of Excellence Program in July 2007.

January 19, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

WHA celebrates 20 years

Caregivers, patients and friends of MGH Women's Health Associates (WHA) – the first woman-focused, women-led primary care center at the MGH and in the country – joined together Jan. 11 to celebrate 20 years of serving the unique health care needs of women in the community. Almost 50 people gathered at the WHA, on the fourth floor of the Yawkey Center for Outpatient Care, for mingling, refreshments, speeches and reminiscences about the two-decade blossoming of a practice – unheard-of at its inception – that originally operated out of a room so small "they had to take turns sitting," according to one longtime patient.

The WHA was founded in 1985 by a group of physicians led by Karen Carlson, MD, who believed that women's health meant more than simply gynecology and who were committed to providing a multidisciplinary approach to the health of women that focused on prevention and education as well as treatment. The center is recognized

(*Continued on page 2*)

Kathy Ulman, PhD, of WHA, Carlson and Mary Ellen Heike, RN, staff specialist for WHA

Remembering a hero: Rev. Dr. Martin Luther King, Jr.

As the nation commemorated the life of civil rights pioneer Rev. Dr. Martin Luther King, Jr. last week, MGHers gathered for a special breakfast celebration called "Shattering Barriers and Transcending Borders: A Tribute to the Life of Rev. Dr. Martin Luther King, Jr." Jan. 12 in the East Garden Room. The event was sponsored and coordinated by the Association of Multicultural Members of Partners (AMMP) and was led by Shea Sherrod Asfaw, project director for MGH Strategic Planning and chair of AMMP.

The program opened with a performance of the African song "One Family" by the Voices of MGH choir. Peter L. Slavin, MD, president of the MGH, then welcomed the crowd and introduced keynote speaker S. Allen Counter, MD, an MGH neurophysiologist and the founding director of the Harvard Foundation, which was established in 1980 by the president and deans of Harvard University to improve intercultural understanding, equality and peace among students, faculty and the entire university community. Counter, who also is a professional explorer, recounted the story of Matthew A. Henson, who discovered the North Pole with rear admiral Robert E. Peary and was one of King's personal heroes. As an African-American, Henson was never formally recognized by the United States during his lifetime for his role in the discovery of the North Pole, and instead officially was considered Peary's assistant. Counter worked tirelessly to bring about the recognition Henson deserved and succeeded in petitioning President Ronald Reagan to have Henson's remains moved to Arlington National Cemetery. The U.S. Navy also commissioned the *USNS Henson*, an oceanographic exploration ship, in Henson's honor. For more information about AMMP, access *www.massgeneral.org/ammp.*

Counter

–Women's health

(Continued from page 1)

as a leader in women's health issues and served as a prototype for such centers nationwide. It provides primary care and preventive services to more than 10,000 women of all ages, races and walks of life – as well as to the occasional man.

Carlson, founding director of the WHA, was the evening's honoree and delivered the keynote address. She was introduced by Nancy Gagliano, MD, vice president of Practice Improvement and part-time WHA clinician. Gagliano spoke of the WHA's vision of "a place for a woman to get her entire care," and stood by the WHA's belief that "a woman is more than just someone with a health care need."

Two 20-year patients also spoke, describing the difference made in their lives by the high quality of care they received at WHA. Both patients, as well as Gagliano, spoke of Carlson as a clinician of caring, leadership and vision.

In her talk, Carlson celebrated the accomplishments of the center in providing care for women who may have felt discouraged by their previous health care experiences, stressing that the WHA's successes in making the MGH more "woman-friendly" were the result of hard work, technological innovation and especially collaboration among colleagues and departments. For Carlson, it was always a priority that WHA be "a good working environment for women." Gagliano echoed this statement, describing WHA as a place that "nurtures patients, staff and physicians."

After she spoke, Carlson was presented with an inscribed plaque on behalf of WHA to honor her 20 years of leadership and hard work. ●

Cleese, left, and Alonso

ANALYZALOT with Alyce Faye Cleese

Legendary funnyman John Cleese and his wife, noted psychotherapist and author Alyce Faye Cleese, were honored for their work in improving the human condition through therapy and comic relief at the annual MGH Endowment for the Advancement of Psychotherapy gala event. This year's dinner, entitled ANALYZALOT, was held Dec. 3 at the InterContinental Hotel in Boston and was attended by more than 400 guests. Actor/comedian John Cleese, best known for his work in Monty Python's "Flying Circus," was unable to attend. Anne Alonso, PhD, founder of the Endowment, presented the awards to Alyce Faye Cleese, who accepted the honor on their behalf.

A silent auction and dinner kicked off the evening. Local entertainer Billy Costa was on hand to host the live auction, which included prizes such as a guitar signed by James Taylor and an original caricature of John Cleese by *Boston Globe* cartoonist Paul Szep. The event raised more than $200,000 for the Endowment. The Endowment for the Advancement of Psychotherapy, based in the MGH's Department of Psychiatry, was founded in 2000 to provide additional support for training clinicians, fund research in the field of dynamic treatment and educate the public about the benefits of psychotherapy. ●

MGHers learn how to relax

Weekdays this January, stress reduction classes are being offered in the Lower Amphitheater on Clinics 1 from noon to 12:30 pm. These free classes are part of a collaboration between the MGH Be Fit Program and the Benson-Henry Institute for Mind Body Medicine at MGH (BHI), and are being led by a staff member of the BHI.

The classes teach participants how to reduce stress by eliciting the "relaxation response," a term that describes the physical changes, such as slowed heart rate and metabolism and lowered blood pressure, that take place in the body as it relaxes. The two components to eliciting the relaxation response are the repetition of a word, sound, or movement and the passive disregard of all outside thoughts.

More than 100 MGHers participated in a recent session led by Herbert Benson, MD, director *emeritus* of the BHI. First, participants were instructed to choose a word or phrase for repetition. Then, they closed their eyes and breathed calmly for several minutes, silently repeating their word or phrase with every exhaled breath. When Benson asked afterwards who experienced "an immediate sense of well-being," many in the audience raised their hands. Benson emphasized that for this therapy to achieve maximum effect, it must be performed every day for 10 to 20 minutes.

For more information about stress reduction and the relaxation response, attend one of the daily sessions, which will continue until Jan. 31, or visit the BHI's web site at *www.mbmi.org*. For more information about the MGH's Be Fit program, visit *intranet.massgeneral.org/befit/*.

Macaluso Award recognizes clinical excellence

The annual presentation of the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award took place at a ceremony Jan. 11 in the O'Keeffe Auditorium. Corrina Lee, RN, BSN, of the Gynecology/Oncology Unit; Jane Loureiro, PT, MS, CLT, of Physical Therapy Services; Paula Nelson, RN, BSN, of the Labor and Delivery Unit; and Angela Sorge-McColgan, RN, BSN, of the Cardiac Access Unit, were the guests of honor at the hour-long event hosted by Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse.

The award, named for the late Macaluso, is given to "direct care providers whose practice exemplifies the expert application of the values in our vision. ... Practice that is caring, innovative, guided by knowledge, built on a spirit of inquiry and based on a foundation of leadership and entrepreneurial teamwork," in the words of Ives Erickson. Macaluso, who died in 1998, was a clinical nurse specialist for the MGH Thoracic Surgical Nursing Service. To those who knew her, however, she was a mentor and a caregiver with the special ability to be with a patient "in a way that acknowledged their shared humanity." Macaluso was the award's first recipient, and after her death the award was renamed to honor her.

Ives Erickson spoke of the spirit of the award and emphasized that each of the winners, as well as the six other nominees, had made "incredible contributions to our patients and this institution," and that furthermore these individuals strove "to not only provide excellent care but also to teach others about how to provide excellent care."

Numerous colleagues, friends and family members of the recipients gathered to hear remarks by Ives Erickson and Dawn Tenney, RN, MSN, associate chief nurse for MGH Perioperative Nursing. Ives Erickson then presented the awards to the recipients, reading from stirring testimonials written by those who had nominated them. Lee, Loureiro, Nelson and Sorge-McColgan each gave short speeches as they received their awards, thanking family, colleagues and the MGH, and were applauded as exemplars of clinical excellence of whom Macaluso would have been proud. ●

From left, Ives Erickson, Loureiro, Sorge-McColgan, Lee and Nelson

"Critical Care: The Making of an ICU Nurse" wins national awards

In October 2005, *Boston Globe* readers got a rare inside look at nursing in the Intensive Care Unit (ICU) setting through a four-part series entitled, "Critical Care: The Making of an ICU Nurse." For seven months, *Globe* reporter Scott Allen and staff photographer Michele McDonald periodically shadowed two MGH nurses, Michelle "MJ" Pender, RN, and Julia Zelixon, RN, in the hospital's Surgical ICU. Both women were participating in the MGH New Graduate Critical Care Nursing Program – Pender as a preceptor and Zelixon as her new graduate preceptee. Recently, the MGH received two national media and public relations awards for promoting the powerful story.

The public relations journal, *PR News*, awarded the hospital a first place NonProfit PR Award in the media relations campaign category. Commenting on the story, *PR News* officials said, "'Authentic' was the key word of the PR media outreach initiative." Georgia W. Peirce, director of Promotional Communications and Publicity for MGH's Patient Care Services, accepted the award on behalf of the hospital at a Dec. 8 luncheon at the National Press Club in Washington, D.C.

The American Academy of Nursing (AAN) also recognized the MGH ICU nursing article at the 33rd AAN Annual Meeting and Conference Nov. 11. Jeannette Ives Erickson, RN, MGH senior vice president for Patient Care Services and chief nurse, accepted the 2006 AAN Media Award on behalf of the hospital. The AAN honored the MGH for "raising the image and understanding of the vital role, responsibilities and opportunities for nurses within today's health care system." Other MGHers acknowledged for their contributions to the series included Kathryn Brush, RN; Marianne Ditomassi, RN; Peirce; Pender; Jeanne Rufo-Huckins, RN; Susan Tully, RN; Zelixon; and Peggy Slasman of MGH Public Affairs. ●

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Ives Erickson receives the AAN award from Gail Powell-Cope, MD, of the AAN.

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WHAT'S HAPPENING

Service Matters Series

The MGH Service Improvement Department will kick-off the Service Matters Series Jan. 31, from 8 to 9:30 am in the O'Keeffe Auditorium. Speakers will include Peter L. Slavin, MD, president of the MGH; Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center; and Nancy Gagliano, MD, vice president for Practice Improvement, who will discuss the strategic role service will play in shaping the MGH's culture of quality and safety. All are invited to attend. For more information, contact Cindy Sprogis at *csprogis@partners.org* or (617) 726-1030.

Claflin Awards applications

Applications for the 2007 Claflin Awards are available for women researchers interested in supplemental funding. The awards are sponsored by the MGH Office for Women's Careers and the Executive Committee on Research. To qualify, applicants must be MDs or PhDs within seven years of their first faculty appointment and with Harvard Medical School appointments. They also must be responsible for the care of children. Applications are due by Feb. 16 and should be sent to Research Management, Grants and Contracts Office, at 50 Staniford St., 10th floor, Suite 1001. For more information, contact Maureen Shanley at (617) 726-1548 or *mshanley@partners.org.*

Prayers for Peace service

The MGH Chaplaincy will host an interfaith prayer service, "Prayers for Peace," Jan. 25 at 12:15 pm in the MGH Chapel. All are invited to attend.

Judges needed for Timilty Science Fair

The MGH/Timilty Partnership is seeking volunteers to judge student projects at the annual Science Fair at the James P. Timilty Middle School in Roxbury. Volunteers will be needed Feb. 5 through 8, from 8:45 to 11 am and may sign up for one or more days. The Partners shuttle will provide roundtrip transportation, departing the MGH at 8 am and returning at 11:45 am. For more information or to sign up, call (617) 724-3210 or (617) 445-5712 or e-mail Susan Berglund at *sberglund@partners.org.*

Job shadow hosts needed

The MGH Community Benefit Program is seeking volunteers to host high school students Feb. 2 for the 12th annual Groundhog Job Shadow Day. Job Shadow Day aims to increase students' awareness about careers in health care and to help them learn about the skills and education necessary to succeed in a specific job or career. For more information or to volunteer, contact Galia Wise at (617) 724-8326 or *gwise@partners.org.*

New location for Partners RVL Office

The Partners Research Ventures and Licensing (RVL) Office has moved to 101 Huntington Ave., fourth floor. The office is comprised of MGH and BWH Corporate Sponsored Research and Licensing, Corporate Sponsored Clinical Research, Business Development and the Center for Innovative Ventures. The main number for the RVL is (617) 954-9500. Parking is available in the Prudential Center garage. For more information, visit *www.partners.org/rvl.*

Perioperative nursing preparation

The MGH is offering a Perioperative Nursing Education and Orientation Program beginning March 26. The program consists of four weeks of classroom and practical sessions followed by precepted OR orientation for five to nine months. Positions will be available in the main OR and require a full-time commitment until all competencies are passed. A commitment of five eight-hour days with some off-shifts is required during the initial phase. For more information, contact Michele Andrews at (617) 724-6052.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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IN GENERAL

Christiane G. Frick, MD, a research fellow in the MGH Department of Anesthesia and Critical Care, won the first prize in the 2006 Residents Research Contest sponsored by the American Anesthesiologists. Frick was selected for her manuscript "Long-Term Effects of Botulinum Toxin on Neuromuscular Function." Jeevendra Martyn, MD, of the Department of Anesthesia and Critical Care, is the senior author.

L. Christine Oliver, MD, of the MGH Pulmonary and Critical Care Unit, was selected by the Labor Guild of the Archdiocese of Boston as a recipient of the 2006 Cushing-Gavin Award for her work in the area of occupational medicine. The award is given for excellence in labor-management relations exemplifying moral integrity, professional competence and community concern. Oliver is the first physician to receive the award.

The Education Committee on Health Ethics Trust, a division of the Council of Ethical Organizations, recognized the **MGH** as having a best compliance practice in the area of HIPAA Breach Management Programs. The Council of Ethical Organizations is a nonprofit organization, the members of which are private organizations dedicated to promoting ethical conduct.

January 26, 2007

MGH**HOTLINE**

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Partners and the MGH celebrate Rev. Dr. Martin Luther King, Jr.

With speeches, awards and music, MGHers celebrated the legacy of Rev. Dr. Martin Luther King, Jr. Jan. 19 in the conference center of the Richard B. Simches Research Center. Jeff Davis, senior vice president of Human Resources, introduced MGH President Peter L. Slavin, MD, who made the welcoming remarks. In his speech, Slavin spoke of how King's legacy relates to the MGH. "We have been working hard to develop and fund initiatives to make the MGH a better, more welcoming and supportive place for people from diverse backgrounds," said Slavin. He also highlighted the progress made by the MGH's Disparities Solutions Center, which has undertaken projects such as developing a comprehensive disease management model for minority diabetes patients and providing minority patients across the hospital with better access to mental health services.

From left, Prince-Erickson, White-Hammond, Asfaw, Slavin and Davis

Davis then introduced Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development, who recognized the MGH's recipients of the 2007 YMCA Black Achievers Award *(see story below)*. Prince-Erickson spoke about each woman's contribution to the MGH and her community, and of how they exemplified the spirit of the award.

Shea Sherrod Asfaw, project director for MGH Strategic Planning and chair of the Association of Multicultural Members of Partners (AMMP), then introduced the Voices of MGH Choir. In a rousing performance, the choir sang the African song "One Family," followed by the gospel song "I Need You to Survive." During the song's final refrain – "You are important to me / I need you to survive" – audience members were encouraged to turn to the person next to them and say, "You are important to me." The singers received a standing ovation.

Candace Burns, director of the MGH/Boston Public Schools

(Continued on Page 3)

MGHers named Black Achievers

Each year, the YMCA of Greater Boston celebrates local professionals of color with its Black Achievers award, now in its 32nd year. This year, the YMCA recognized three awardees from the MGH. Selected for this honor were Winifred Drayton, of Health Information Services; Lisa Francis, of the Admitting Services/Financial Access Unit; and Joy Williams, RN, of the Radiology Department. They were chosen for this award on the basis of two criteria: professional excellence and commitment to community service that benefits minority youth.

Drayton, a native of Boston, sits on the board of a neighborhood outreach organization called Caribbean U-Turn that benefits at-risk youth of Caribbean origin. Drayton has worked for the MGH for 15 years, all of them in Health Information Services. She credits the MGH with providing her with the opportunities to achieve her professional goals. A repeat recipient of the MGH's Tuition Assistance and Support Service Employee Grant Programs, Drayton strongly believes that employees at the MGH should take advantage of opportunities available to achieve professional growth.

Francis serves on the parent council of the Freedom House in Dorchester, a nonprofit organization that offers after-school programs for inner-city youth. In the three years she has worked at the MGH, she has been promoted twice, and she acknowledges the supportive roles played by her managers, colleagues and the MGH in her professional growth.

Williams has worked at the MGH for 26 years. A native of Jamaica, she is active in her community church, participating in outreach programs for at-risk youth from Boston. She believes that it is important for young people to be exposed to positive role models and strives to be one herself through hard work and dedication. In addition to these activities, Williams also tutors nursing students at Bunker Hill Community College, and last summer she aided tsunami victims in Indonesia as part of Project Hope.

The women were nominated for the award by their colleagues and managers, and each expressed a belief that being a part of the MGH had facilitated their success. Says Williams, "Sometimes you think you don't have a lot to offer, but when you see what you've learned from the institution you're a part of, you realize how much you can give back."

Koroshetz named deputy director at NINDS

Walter Koroshetz, MD, vice chair of MGH Neurology and director of the MGH Stroke Service and Neurointensive Care Service, recently left the MGH for a new appointment as deputy director of the National Institute of Neurologic Disorders and Stroke (NINDS) of the National Institutes of Health (NIH). In his new role, Koroshetz advises Director Story Landis, PhD, as she manages the activities of the institute that annually funds $1.5 billion in research on neurologic disorders and stroke.

Following his residency at the MGH in 1981, Koroshetz began training in cellular neurophysiology and neurobiology in the laboratory of David Corey, PhD, of MGH Neurology. His work focused on excitotoxicity, a cause of neuronal cell death in various disease states. Koroshetz also was a part of projects in both stroke and Alzheimer's disease research. Together with Bruce Jenkins, PhD, of the Athinoula A. Martinos Center, he discovered that patients with Huntington's disease had elevated brain levels of lactic acid that could be partially normalized by treatment with Coenzyme Q10, which now is being studied in large clinical trials for both Huntington's and Parkinson's diseases.

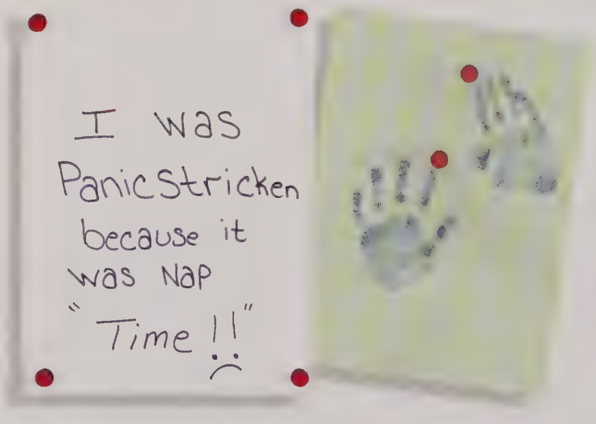
Koroshetz was named director of the Partners Neurology residency program in 1990 and became involved in stroke research and acute stroke care. In 1994 he became director of the Neurointensive Care Service and the MGH Stroke Service. Both services established fellowship programs, made many scientific advances and grew to provide 24/7 coverage. Koroshetz worked with A. Gregory Sorensen, MD, associate director of the Martinos Center, and with the MGH Neuroradiology Division directed by Gilberto Gonzalez, MD, to pioneer the use of diffusion- and perfusion-weighted MRI imaging in acute stroke patients.

Remarking on Koroshetz's departure, Peter L. Slavin, MD, MGH president, said, "Walter is truly a triple-threat physician – a talented and compassionate clinician, an outstanding teacher and a brilliant researcher. While we will certainly miss him greatly at the MGH, the opportunity to play such an important leadership role at the institute is clearly exciting, and we look forward to a continued close relationship as he assumes his new role." ●

Safe and sound at the Backup Childcare Center

Caring for children ages 15 months through 12 years old, the staff at the MGH Backup Childcare Center are accustomed to dealing with the natural curiosity of their charges. Recently, however, the inquisitive nature of one young boy at the center surprised even veteran staff members and brought security officers running in an incident that highlights the MGH's ability to quickly respond to emergency situations.

On that day, the 22-month-old child had spotted a red button on a wall in the center and pressed it, wondering what it did. The appealing red button turned out to be one of the more than 900 panic buttons installed across the MGH main campus and its satellite locations. Once the alarm was sounded, dispatchers at the MGH Police and Security Department sent security officers to the center and attempted to call the location, but they did not receive a response as the staff were busy with the children. When the officers arrived at the center, the staff were surprised to learn what had happened. The next day, Police and Security received a handmade card "written" by the young boy in which he apologized for making the officers worry and thanked them for responding so quickly to keep him and the other children safe.



I was Panic Stricken because it was Nap "Time!!" :(

Although the incident at the Backup Childcare Center had a happy ending, it is important for all MGHers to understand how to use the hospital's panic buttons in an emergency situation. Panic buttons are located in areas that are easily accessible to employees and are intended for use only in emergency situations such as dealing with an intruder, a bomb threat or a suspicious package. They should not be used to contact Police and Security for routine requests. Once activated, the alarm is sent to a monitored console in the Police and Security Communications Center. A dispatcher then sends security officers to the alarm site and calls the location to verify the alarm and obtain additional information. Alarms are inaudible to prevent the possible escalation of a tense situation.

For more information about panic buttons, contact Robert Leahy at *rleahy@partners.org* or (617) 724-5531.

Helping women have healthy hearts

During the month of February, the Massachusetts General Hospital Heart Center will continue the fight against heart disease – the number one killer of women in the United States – by offering several educational activities to raise awareness about heart disease risks and prevention. These efforts coincide with American Heart Month, which will be recognized across the nation to promote heart health for women.

The month will begin with a series of heart-healthy activities held in conjunction with the American Heart Association's "Go Red for Women" campaign. The hospital will kick-off the campaign Feb. 2, when all MGHers are encouraged to wear red clothing in honor of National Wear Red Day. A variety of other events will be held Feb. 5 through 9, including free health screenings, a "lunch and learn" talk and a healthy cooking demonstration. *See the schedule of events at right.*

On Feb. 16 at the Prudential Center, the MGH Heart Center will serve as the official hospital sponsor of the National Woman's Heart Day Health Fair organized by the nonprofit organization Sister-to-Sister. There, participants will be able to visit interactive exhibits, learn about heart disease risks and prevention and receive free screenings for cholesterol, blood glucose and blood pressure.

Also in February, the center will formally launch its new Women's Heart Health Program, which focuses on all aspects of women's heart care, from prevention to early detection to treatment. "This program was designed to offer tailored care to women in a convenient, friendly environment," says center cardiologist Malissa Wood, MD, who helped create the comprehensive program with Jennifer Walker, MD, a cardiac surgeon also with the center.

For more information about the MGH Heart Center or any of the women's heart health activities, contact Kathleen Gallen, RN, at (617) 643-2293. ●

"Go Red for Women" schedule of activities

Feb. 5: MGHers can to pick up an official free "Go Red" pedometer, which will be available from 10 am to 2 pm in the Main Corridor. Participants are invited to track their steps and e-mail the results Feb. 9 to *mghgored@partners.org*. The employee with the highest number of steps taken will be announced Feb. 12 and will receive an iPod Shuffle.

Feb. 6: "Heart Disease: Bringing Women to the Table" lunch and discussion at noon in the Burr Conference Rooms. Nandita Scott, MD, an MGH cardiologist, will discuss how women can take control of their health. Lunch will be served.

Feb. 7: Education and screening day from 10 am to 2 pm in the Warren Lobby. Free blood pressure screenings will be offered and information about cholesterol, blood glucose, exercise and healthy eating will be available.

Feb. 8: Healthy cooking demonstration at 11:30 am in the East Garden Room.

For more information about American Heart Month activities, contact Kathleen Gallen, RN, at (617) 643-2293.

The MGH "Go Red" team, from left, Malissa Wood, MD; Kate Traynor, RN; Jennifer Walker, MD; and Stephanie Moore, MD

— MGH celebrates Rev. Dr. Martin Luther King, Jr.

(Continued from Page 1)

Partnership and AMMP membership chair, introduced the celebration's featured speaker, Rev. Gloria E. White-Hammond, MD, co-pastor of Bethel African Methodist Episcopal church in Jamaica Plain and a pediatrician at the South End Community Health Center. White-Hammond spoke of the ongoing atrocities in Sudan. She has traveled to the country more than seven times to volunteer as a medical missionary, working to help obtain the freedom of more than 10,000 women and children forced into slavery during Sudan's 20-year civil war. In 2002, she co-founded My Sister's Keeper, a women's humanitarian group that works to help women in Sudan with the rebuilding and reconstruction of their communities. In her speech, White-Hammond encouraged audience members to help the humanitarian crisis in Sudan by not supporting corporations that had financial ties to the ongoing conflict. She also received a standing ovation.

The celebration concluded with a reception after the ceremony, where individuals had the opportunity to speak with White-Hammond and the rest of the afternoon's speakers and participants. ●

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Sports Medicine Center hosts ribbon-cutting

The MGH Department of Orthopædics's Sports Medicine Center is hosting a ribbon-cutting ceremony Feb. 1, from 5 to 7 pm to celebrate the opening of its new facility at 175 Cambridge St., fourth floor. For more information, call (617) 726-8535.

CFD noontime learning series

The MGH Center for Faculty Development's (CFD) noontime learning series will offer "How to Prepare Your CV and Input it into the HMS FIRST Program" Feb. 1, from noon to 1:30 pm in the Thier Conference Room. CME credit will be available. For more information or to register, call (617) 724-5229 or e-mail *cfd@partners.org.*

Service Matters Series

The MGH Service Improvement Department will kick-off the Service Matters Series Jan. 31, from 8 to 9:30 am in the O'Keeffe Auditorium. Speakers Peter L. Slavin, MD, president of the MGH; Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center; and Nancy Gagliano, MD, vice president for Practice Improvement, will discuss the role service will play in shaping the MGH's culture of quality and safety. A continental breakfast will be served. For more information, contact Cindy Sprogis at *csprogis@partners.org* or (617) 726-1030.

Eldercare discussion group

The MGH Employee Assistance Program (EAP) will host its monthly eldercare discussion group Jan. 30, from noon to 1 pm in the Yawkey Center, Room 10650. Janet Loughlin, LICSW, and Barbara Moscowitz, LICSW, will present. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

Conference on ethical dilemmas of caregiving

The MGH Institute of Health Professions, the Patient Care Services Institute for Patient Care and the Ethics in Clinical Practice Committee will co-sponsor "Maintaining Compassionate Care: Strategies to Prepare Family-Professional Caregiver Teams for Ethical Dilemmas of Caregiving in Times of Uncertainty" Feb. 8 and 9. To download a conference brochure and to register, visit *www.mghihp.edu/aboutus/news.html.* For more information, contact Elizabeth Pipes at *epipes@partners.org* or Ellen Robinson at *erobinson1@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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www.massgeneral.org/news/

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(617) 726-2206

Judges needed for Timilty Science Fair

The MGH/Timilty Partnership is seeking volunteers to judge student projects at the annual Science Fair at the James P. Timilty Middle School in Roxbury. Volunteers will be needed Feb. 5 through 8, from 8:45 to 11 am and may sign up for one or more days. For more information or to sign up, call (617) 724-3210 or (617) 445-5712 or e-mail Susan Berglund at *sberglund@partners.org.*

CIMIT Awards Program

The Center for Integration of Medicine and Innovative Technology (CIMIT) is seeking applications for funding for the 2008 CIMIT Awards Program. These awards recognize early stage, interdisciplinary and inter-institutional research projects improving patient care with emphasis on diagnosis, intervention and peri-procedural systems. Pre-proposals are due by Feb. 9. For more information, contact Jay Schnitzer, MD, PhD, at *jschnitzer@partners.org* or visit *www.cimit.org/awards.html.*

Perioperative nursing preparation

The MGH is offering a Perioperative Nursing Education and Orientation Program beginning March 26. The program is intended for nurses with recent acute care experience and who have an interest in working in the OR. It consists of four weeks of classroom and practical sessions followed by precepted OR orientation for five to nine months. Positions will be available in the main OR and require a full-time commitment until all competencies are passed. A commitment of five 8-hour days with some off-shifts is required during the initial phase. For more information, contact Michele Andrews at (617) 724-6052.

Neuromuscular Diagnostic Center open house

The MGH Neuromuscular Diagnostic Center will host an open house Jan. 31, from 4 to 6 pm at 165 Cambridge St., Suite 820. For more information or to RSVP, e-mail Kristen Drake at *kdrake@partners.org.*

Career building workshop

All MGHers are invited to attend "Steps for Success: The Journey from Job to Career" Feb. 8, from noon to 1 pm in the Lower Amphitheater on Clinics 1. For more information, contact Kevin Cotter at *kpcotter@partners.org* or (617) 724-3368.

RSERT disaster drill

The MGH Radiation Safety Emergency Response Team (RSERT) will hold a disaster drill Jan. 27 from approximately 6 to 11 am. The exercise will involve the White Ramp main entrance and the Emergency Department entrance for decontamination of simulated victims. Staff, patients and visitors will have access to the Parkman Street and Yawkey Center garages. The Fruit Street garage will be open until 7 am and will remain closed for the duration of the drill. Vehicles can exit at any time. The main entrance will be open. For more information, contact Craig Cochran at (617) 726-0312 or *ccochran@partners.org.*

February 2, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Pats prizes for blood donors

During the next few weeks, New England Patriots fans will have the opportunity to get a head start on the 2007 season in a unique way – by donating blood at the MGH Blood Donor Center. From Feb. 6 through 16, all MGH employees who donate blood at the center automatically will be entered into a raffle to win either a football autographed by defensive lineman Vince Wilfork or a team jersey autographed by running back Corey Dillon. The winners will be announced Feb. 21.

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm and Friday, from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, visit www.massgeneral.org/blooddonor or call (617) 726-8177.

Langenkamp with a young patient

Durant fellow makes a difference in Rwanda

Lucinda Langenkamp, RN, NP, isn't your average primary care nurse. As a 2006 Thomas S. Durant, MD, fellow, Langenkamp spent eight months providing health care to the rural poor in the Rwinkwavu and Kirehe provinces of southeastern Rwanda. Working as a pediatric nurse with Boston-based nonprofit Partners in Health (PIH) and the Rwandan Ministry of Health, she provided aid to young Rwandans suffering from malnutrition, HIV, malaria and other ailments. On Jan. 19, MGHers gathered in the Haber Conference Room to hear about her experience.

Through pictures and video, Langenkamp chronicled her work on behalf of some of Rwanda's neediest children, many of whom live in areas without doctors or adequate medical facilities. Langenkamp spoke of the day-to-day struggles she faced – both medical, healing children with malaria already weakened by malnutrition, and personal, being confronted with rampant poverty and the lingering effects of civil war and the 1994 genocide.

Langenkamp recounted ethical issues as well. One such episode took place when the Rwandan hospital's leaders debated whether or not to provide chemotherapy to Tuyishime, a young girl suffering from rhabdomyosarcoma, a tumor that is generally treatable in children. The tumor on her cheek had grown to almost the size of her head and was dangerously infected. The issue was whether adequate care could be provided without staff trained in chemotherapy, intensive care setup or the use of proper diagnostic tools, all of which are standard in American hospital oncology units. In the end, the team did provide the chemotherapy – a first at the district level in Rwanda – and, over her nine weeks of treatment, Tuyishime's tumor shrank to the point where it became operable.

During her months in Africa, Langenkamp periodically recorded her experiences in a blog.

(*Continued on page 2*)

– Durant fellow

(Continued from page 1)

This online journal, which often reads as a record of hardship and grief, is punctuated with glimmers of hope and determination. For example, after an encounter with a man who dreamt of saving $60 so that he could buy the rented mud hut where he lived with his five children, Langenkamp wrote, "We can improve the situation here, and yes, most definitely, despite the hardships that exist everyday, there is hope for the poor. But we have to make it that way."

Langenkamp plans to return to Rwanda Feb. 3 on the Durant Fellowship to continue her work with PIH. Together, they are working to create a sustainable, community-based model of public health that empowers Rwandan health workers as well as the local population to improve the quality of care and life in the area.

The Durant Fellowship in Refugee Medicine, established in 2001, honors the legacy of long-respected MGH physician and humanitarian Thomas S. Durant, MD, whose compassion and action on behalf of the world's underserved exemplify how one person can make a difference. The fellowship provides funding for education to assist in the prevention and treatment of disease among refugees throughout the world.

Langenkamp's blog can be viewed online at *rwandahealth journal.blogspot.com.* ●

From left, Anne Young, MD, chief of Neurology; Peter L. Slavin, MD, MGH president; Shawn Farrell, administrative director for Neurology; Stakes; Margaret Merlotti, chief sleep technologist; Ken Sassower, MD, sleep neurology physician; Duymovic; Mike Whiteman, Holiday Inn sales director; Walter O'Donnell, MD, Pulmonary Service; Charles Hales, MD, chief of Pulmonary Services; and Jean Elrick, senior vice president for MGH Administration

Sleep disorders testing expands to Holiday Inn

This January, the Sleep Disorders Program of the MGH Neurology Service expanded its adult overnight outpatient testing unit to the Holiday Inn Select on Blossom Street. A total of eight beds are now available, effectively doubling the MGH Sleep Center's capacity to more than 50 patients per week. The move represents a major expansion of the center's outpatient diagnostic services, which previously had four beds on Bigelow 12.

Under the leadership of John W. Stakes, MD, the center is supported by several physicians, sleep technologists and administrative personnel, and offers a complete battery of routine and complex diagnostic tests for patients suffering from a variety of sleep disorders such as sleep apnea, narcolepsy, insomnia, restless legs syndrome, periodic limb movement in sleep, parasomnias and night terrors.

Any patient with a potentially health-affecting sleep disorder will undergo an overnight diagnostic study, during which electrodes are attached to the body to electronically record physiological data during sleep. This data, along with audio and video feeds, are monitored in real-time by sleep technologists from a work area adjacent to the patient rooms, allowing patients to be safely monitored in a private setting. The expanded center also will enable the program to pursue future research and medical training endeavors and permit the development of new programs in conjunction with the MGH Departments of Psychiatry and Pulmonary Medicine.

The partnership with the Holiday Inn represents a unique and cost-effective solution to the challenge of expanding the program while remaining near the main hospital campus. The collaboration, says Holiday Inn general manager Andy Duymovic, is the culmination of "a three-year effort to make the unit a reality. The Holiday Inn is pleased to have the MGH at the hotel; we couldn't be happier with the result."

Says Joan Sapir, vice president of Neurosciences, Pediatrics and Dermatology, "The new MGH Sleep Center provides an excellent and innovative environment for the care of patients with sleep disorders. We look forward to taking care of our patients more effectively in our new location, as well as working more collaboratively with our clinical colleagues in other disciplines to provide leading edge care and teaching."

An open house will be held in early March at the new MGH Sleep Center. Guests will have the opportunity to tour the facility, meet the staff and enjoy refreshments. For more information about the MGH Sleep Center at the Holiday Inn, or to refer a patient for diagnostic testing, call (617) 724-7426. ●

MGHHOTLINE

New angiogenesis inhibitor has promise for treating deadly brain tumor

MGH Cancer Center researchers have found that RECENTIN, a new angiogenesis inhibitor, can significantly reduce the size of brain tumors called glioblastomas and may improve the effectiveness of other therapeutic techniques. The phase 2 clinical trial also finds that this drug can alleviate brain swelling known as edema, a debilitating symptom that currently can be treated only with steroid drugs. Appearing in the January 2007 issue of *Cancer Cell,* the study is too preliminary to determine whether this new drug may have an impact on overall patient survival.

"Patients with recurrent glioblastomas desperately need new, effective treatment alternatives," says Tracy Batchelor, MD, chief of Neuro-Oncology in the MGH Cancer Center and the study's lead author. "It's looking like these agents may play an increasingly important role in the treatment of those patients and perhaps for newly diagnosed patients as well."

Glioblastoma is the most malignant form of brain tumor and has a very poor prognosis. Standard treatments may delay tumor growth, but patients usually survive for little more than a year. Angiogenesis inhibitors suppress the growth of blood vessels supplying a tumor, and some have been shown to improve patient survival when combined with traditional anticancer therapies. That fact supports a theory developed by Rakesh Jain, PhD, director of the Steele Laboratory in the MGH Department of Radiation Oncology, that the agents temporarily "normalize" tumor blood vessels, creating a period during which chemotherapy and radiation treatment can be more effective.

The *Cancer Cell* paper reports on the first 16 patients to enter the clinical trial of RECENTIN, which has not yet received FDA approval. Participants took a daily oral dose and were followed with regular physical, neurological and MRI imaging exams during the six-month study period. Overall, tumors shrank by at least 25 percent in three-quarters of the study participants and by 50 percent or more in half of the patients. Factors indicating a normalization of the tumors' blood vessels were seen almost immediately in most participants and continued for 28 days to four months, potentially defining how long the period of vascular normalization might last.

Batchelor

"This small group of patients needs to be followed for a longer period of time, but we are cautiously optimistic that this trial and future studies will lead to positive long-term outcomes for some patients," says Jain, the study's senior author. Gregory Sorensen, MD, co-director of the Athinoula A. Martinos Center for Biomedical Imaging, is the co-lead author of the report. ●

Administrative assistants use concepts from Toyota

Recently a small group of MGH administrative assistants simplified some of their more time-consuming tasks using a process improvement model developed by Toyota. The administrative assistant workgroup identified several barriers that made their day-to-day work difficult and then collaborated on ways to eliminate those obstacles.

Central to the Toyota method is the imperative that when workers encounter obstacles, they note and address these barriers rather than work around them. The workgroup is only one of many process improvement initiatives underway at the MGH.

"Like other process improvement teams, the administrative assistants workgroup found it surprisingly easy to identify ways to make their work easier," says Sally [illegible], associate vice president for Medicine and Primary Care Services and coach for the workgroup. "Their solutions to some common problems will benefit other employees who do the same type of work."

One time-consuming and tedious task that the group tackled was the scheduling of meetings. Often, administrative assistants do not have their counterpart's name or contact information to schedule meetings for their managers. But the Partners Phone Directory (PPD) lists the administrative assistants for all hospital personnel. Keeping this directory up to date can help to alleviate the problems around scheduling.

"The PPD can be a great source of information when scheduling meetings," says Amy Lynn Mayse, executive assistant. "It lists the administrative assistants as well as the hospital personnel they support, their location, title and contact information. We identified the need for all administrative assistants to update their own and their managers' information to help make scheduling an easier task."

To access and update contact information on the PPD, users can type in keywords "Partners Telephone Directory" into the URL address bar of any Partners computer. For more information about the process improvement initiative at the MGH, contact [illegible] at [illegible]@partners.org.

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MGH HOTLINE

Seminars in applied biostatistics for clinical trials

The MGH Clinical Research Program will offer a four-part seminar series in applied statistics for clinical trials Feb. 29, March 7, 12 and 21, from 3:30 to 5 pm in the Simches Center, Room 3110. Elkan Halpern, PhD, chief statistician for the MGH Department of Radiology and director of Statistics at the MGH Institute of Technology Assessment, will present. Enrollment is limited and all registrations must be received by Feb. 26. To register, visit *hub.partners.org*. For more information, contact Lulie Ebaugh at *lebaugh@partners.org* or (617) 724-2900.

Senior HealthWISE events

MGH Senior HealthWISE will offer hypertension screenings and blood pressure checks Feb. 5, from 1:30 to 2:30 pm at Hill House, 127 Mt. Vernon St. The Senior HealthWISE lecture series will host "Art as Healing" Feb. 8, from 11 am to noon in the Haber Conference Room with guest speaker Stephanie Sordillo, an art therapist with the MGH HOPES Program. Both events are free for seniors age 60 years and older. For more information, call (617) 724-6756.

Harris Center screens eating disorders documentary

The MGH Harris Center for Education and Advocacy in Eating Disorders will host a screening of Lauren Greenfield's award-winning documentary film "THIN" Feb. 27, at 6:30 pm at the Brattle Theater in Cambridge. A question and answer period with Greenfield and David Herzog, MD, director of the center, will follow. For more information, contact Elizabeth Ong at *eong@partners.org* or (617) 724-1744.

New computer password

Beginning this month, all MGH employees will need to change their computer password that they use to log on to any Partners network computer. The Partners password will expire every 180 days (or six months). Starting Feb. 14, employees will be selected in phases to participate in the system using an application called MYProfile. Employees will receive an e-mail with their password expiration date and instructions about registering and creating their password in MYProfile. The MGH is implementing a Password Self Service System to help employees create and manage their Partners password. For a list of frequently asked questions, visit *helpdesk.partners.org/passwordselfservice.htm*. For specific questions about the new system, call (617) 726-5085.

Call for applications for pilot feasibility projects at CNRC

The Harvard Clinical Nutrition Research Center (CNRC) is accepting applications for new pilot feasibility projects as well as for competing renewals of currently funded one-year projects. Applications are intended for young investigators in established research programs relevant to clinical nutrition research and without NIH grant support; established scientists not currently focused on nutrition and who wish to initiate studies of related nutritional problems; and established nutrition researchers with novel projects differing from currently funded research projects. Applications are available at *nutrition.med.harvard.edu/research/pfp.html* and should be submitted to Suzzette McCarron at *smccarron1@partners.org*. The application deadline is Feb. 20.

MGH Vascular Summit

The MGH Vascular Center will be sponsoring a Harvard Medical School CME course, "MGH Vascular Summit: A Comprehensive Update for the Primary Care Provider," March 30 and 31 at the InterContinental Hotel in Boston. For more information, visit *www.massgeneral.org/vascularcenter* or call (888) 334-7495.

G. William Dec, Jr., MD, chief of the MGH Cardiology Division, was named the first incumbent of the Roman W. DeSanctis Professorship in Medicine at Harvard Medical School. The professorship is named in honor of Roman W. DeSanctis, MD, a longtime and distinguished member of the MGH Cardiology Division.

The Center for Integration of Medicine and Innovative Technology (CIMIT) and the Massachusetts Institute of Technology (MIT) School of Engineering recently awarded the first MIT-CIMIT Medical Engineering Fellowship to **Olumuyiwa Ogunnika,** a graduate student in the Department of Electrical Engineering and Computer Science at MIT. Ogunnika will use the $50,000 award to support research toward a device for assessing neuromuscular disease.

The MGH Department of Surgery announced **David Kling, PhD,** an instructor in Pediatric Surgery, and **Michael Lanuti, MD,** instructor in Thoracic Surgery, as the recipients of the 2006 Surgical Research Council Junior Faculty Awards. The awards were established in 2004 and provide $25,000 in direct costs to two junior investigators with the goal of facilitating new experimental approaches, initiating new projects and assisting junior faculty members in establishing their research programs.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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February 9, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Service Matters: Shaping the experience of care

At the MGH, each and every employee – whether on the front lines or behind the scenes – has a role in shaping the experience of care for patients. To underscore this fact, the MGH Service Improvement Department has launched a forum called the Service Learning Series designed for managers and leaders who will lead the charge to build and support a culture of service at the hospital.

More than 110 MGH managers and leaders attended the inaugural event that featured guest speakers Peter L. Slavin, MD, president of the MGH; Joseph R. Betancourt, MD, MPH, director of the MGH Disparities Solutions Center; and Nancy J. Gagliano, MD, vice president for Practice Improvement. Attendees heard first from Slavin, who emphasized the six aims of quality and safety: safety, effectiveness, patient-centeredness, timeliness, efficiency and equity. He also reviewed why service is integral to the MGH and of paramount importance for all staff.

He was followed by Betancourt, who described the role service plays in eliminating health care disparities among minority patients at the hospital and across the United States. Betancourt explained that national studies indicate that minorities report lower quality of care than whites, even when they have the same level of income, education and health insurance. He stressed the importance of service in eliminating these disparities.

From left, Betancourt, Gagliano and Slavin

Gagliano concluded by describing how the members of the Service Improvement Department now are working to move the concept to reality by launching forums and promoting a new perspective on service based on "inspired performance."

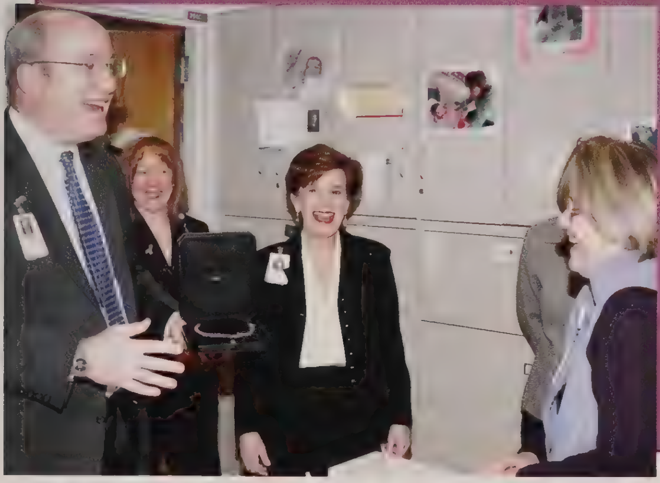
(Continued on page 3)

Glitz and glamour in the PICU

On a normal workday, Lisa Ogden, RN, of the Pediatric Intensive Care Unit (PICU), wears her scrubs, ID badge and comfortable sneakers – practical attire for keeping up with the demands of caring for her young patients. The morning of Jan. 24, however, was anything but an average day for Ogden. She was just ending her shift when two surprise visitors – Peter L. Slavin, MD, president of the MGH, and Jeanette Ives Erickson, RN, senior vice president for Patient Care Services and chief nurse – arrived in the PICU with a blue jewelry box intended for Ogden. Opening the gift, Ogden was shocked to see that she had just been handed an 18-carat, white gold diamond necklace valued at more than $19,000 and created by Dorfman Jewelers on Newbury Street in Boston.

Jonathan Kraft, president of the New England Patriots, won the necklace in an auction at the MassGeneral Hospital *for* Children's annual Storybook Ball in October. Instead of taking it home, he donated it back to the MGH and requested that it be given to a pediatric nurse. Ogden was selected randomly by MGH Human Resources for the prize in a drawing of all pediatric nurses at the hospital.

After being presented with the necklace, Ogden modeled it for her delighted colleagues. "I feel so lucky to have won the necklace, and it was extremely generous of Mr. Kraft to donate it," says Ogden. "It will become a family heirloom eventually when I pass it down to my daughter."



Slavin and Ives Erickson present the necklace to a delighted Ogden.

Severe hypothermia cases arrive at the MGH

When Boston's mild winter ended abruptly last month, temperatures took a sharp downturn, reaching only 6 degrees Jan. 17. Clinicians at the MGH expected to see a few weather-related emergency room patients, but they were surprised to deal with two cases of hypothermia – in two homeless men – so severe that treatment required a rarely used course of action to save their lives.

Cases of extreme hypothermia often are difficult to treat. Patients can experience life-threatening arrhythmias due to the low body temperature, and if the body is warmed too slowly, or too quickly and unevenly, the patient can die because blood flow has not properly been restored. To safely warm the body, clinicians at the MGH put the patients on cardiopulmonary bypass with a heart-lung machine to gradually warm them from the inside out. Using the bypass procedure, blood was taken from their bodies, gently warmed and then returned to them.

"In my ten years of working here, I've seen no more than three cases similar to this," says Jennifer Walker, MD, staff surgeon. "One of our patients had a core body temperature of 79 degrees and the other only 75. This really speaks to the extreme temperatures that we are experiencing."

Thanks to the MGH clinicians and the technology available today, both patients received the care they desperately needed. James O'Connell, MD, president of the Boston Health Care for the Homeless Program (BHCHP) at the MGH, helped to identify the men and follow their care. Today, the men are recuperating at the BHCHP's Barbara McInnis House, a local respite facility. This account is only one example of the vital lifesaving work performed by MGH health care workers and BHCHP staff members every day.

To avoid cold weather problems, Walker suggests dressing in layers of warm clothing, finding shelter on extremely cold nights and making sure that all body parts, especially extremities, are covered. As little as 15 to 20 minutes of extreme cold exposure can have devastating effects. ●

Both men are recovering well

FSA expenses for 2006

MGH employees with 2006 Health Care or Dependent Care Flexible Spending Accounts (FSAs) have until March 15 to incur expenses and submit them to the Human Resources Benefits Office. Below are some frequently asked questions about the FSAs:

I have money in my 2006 FSA but would rather use my 2007 FSA to cover expenses I just incurred. Can I do this?
Yes. When MGHers submit their reimbursement forms, available on the MGH Benefits Intranet site, they should check off the box indicating that they would like reimbursement to come from their 2007 FSA. Otherwise, the Benefits Office automatically will reimburse employees from their 2006 FSA. MGH employees cannot submit expenses against their 2007 balance that were incurred in 2006.

What must I submit as proof of expenses?
Along with the reimbursement form, employees should submit a paid invoice or receipt. An itemized cash register receipt is sufficient for in-store purchases such as over-the-counter medications. When submitting dependent care expenses, include a Social Security or Tax ID number for daycare or other service providers.

How can I tell when I have received reimbursement from my FSA?
Two weeks after MGHers submit their claims, reimbursement should appear on the "Earnings" portion of their paycheck.

How do I check my FSA balance?
Employees can log onto PeopleSoft and go to Self Service > Flex Spend > Flexible Spending Accounts and then choose "2006" as the calendar year. Paychecks only list recent FSA reimbursements, not FSA account balances.

My son is going to music camp. Is this reimbursable?
Expenses for specialty day camps (such as computer or soccer camps) qualify for reimbursement, if they meet IRS rules. However, overnight camps – including specialty camps – do not qualify.

Can I be reimbursed for preschool tuition?
Nursery school expenses qualify for reimbursement, but expenses for programs at the kindergarten level and above do not.

Are over-the-counter drugs reimbursable?
Yes, if used to treat an existing medical condition – for example, cold medicine or aspirin. However, vitamins, dietary supplements and other products, which are beneficial to health but do not treat an existing accident or illness, cannot be reimbursed. A list of eligible and ineligible Health Care FSA expenses are available at *hcet.ebia.com/Partners*.

For more information, contact the Benefits Office at *ibenefits@partners.org* or call (617) 726-8133.

A new vision for Partners Telemedicine

With the new year, Partners Telemedicine has launched several new and exciting changes – expanding its commitment to connected health technologies to help increase patient access to quality medical care, changing its name and moving to a new location. The word "telemedicine" generally refers to the use of communications technologies – such as satellite technology, videoconferencing or telephone – in the real-time delivery of clinical care. The application of this technology is rapidly expanding to include the Internet, cell phones, digital cameras and in-home medical devices to monitor and to report a patient's health status and enhance communication between patients and providers.

Center for
ConnectedHealth

To better reflect the broad range of its work, Partners Telemedicine has changed its name to the Partners Center for Connected Health. "The name communicates our wide range of telehealth, remote care, and disease and lifestyle management programs under development at Partners," says Joseph C. Kvedar, MD, founder and director of the center. "We believe the term 'connected health' more accurately represents the opportunities for technology-enabled care programs and the potential for new strategies in health care delivery."

While the name change indicates a movement in the delivery of health care using readily available modern communication technology, the center has been a leader since 1994 in the use of technology in the delivery of patient care outside of the medical setting. Today the center is developing new patient care programs focusing on the management of chronic illnesses, including asthma, diabetes and mental health.

One example is the monitoring of heart patients' vital signs at their homes with simple telemonitoring devices that allow clinicians in the medical setting to monitor the patients' heart rate, blood pressure and weight. The information is relayed to the clinician, who can detect a potential health crisis and provide immediate intervention.

The Partners Center for Connected Health is located at 25 New Chardon Street, Suite 400D. The telephone, e-mail and fax numbers have not changed. For more information about the center, access *www.connected-health.org.* ●

– Service matters

(Continued from page 1)

She also introduced a new program, which begins in May, called the Front and Center Initiative to support front-line staff in their interactions with patients.

The next Service Learning Series event will be held Feb. 21 at 9 am in the Thier Conference Room. Sandra St. Fleur, senior organizational development specialist, and Cindy Sprogis, senior project manager, both of the Service Improvement Department, will present "What is Welcoming? Hearing from Our Patients and Staff." They will share information collected from focus groups and interview responses from patients and staff from several MGH physician practices. They also will describe strategies to assess what it means to create a welcoming environment.

For more information about the series, contact Cindy Sprogis at *csprogis@partners.org* or (617) 726-1030. ●

SAC meeting explores current challenges

Next week's annual meeting of the MGH Scientific Advisory Committee (SAC) – a group of national scientific leaders who advise the hospital on its research program – will be the 60th such event. All events are open to the entire MGH community.

On Feb. 14, the 31st annual Celebration of Science will highlight the work of investigators throughout the MGH. Activities will get under way at 11 am with a poster session at the Richard B. Simches Research Center, featuring 157 posters, 11 of which have been named posters of distinction. As in previous years, eight students from the James P. Timilty Middle School will display posters from their science fair projects, developed with the guidance of MGH mentors.

Peter L. Slavin, MD, president of the MGH, will open the scientific research symposium in the Simches 3110 Conference Room at 2 pm. Two presentations will be given by MGH researchers – Vamsi Mootha, MD, of the MGH Center for Human Genetic Research, on "Systems Analysis of Human Mitochondrial Disorders"; and Daniel Haber, MD, PhD, director of the MGH Cancer Center, on "Molecular Targeting of Cancer: Bridging the Gap from Genetics to Therapy." At 4 pm Joan Brugge, PhD, new SAC member and head of the Department of Cell Biology at Harvard Medical School, will discuss "Modeling Morphogenesis and Cancer in Three-Dimensional Cell Cultures."

The theme of the Feb. 15 SAC meeting, "MGH Research Security: Soft Silos, Hard Targets," reflects the goal of loosening the traditional specialization 'silos' that separate investigators in different disciplines and the need to sharply focus on the challenges faced by the biomedical research community. Key questions to be addressed in the day's discussions include how MGH research can best prepare for the issues and opportunities of the future; developing and strengthening existing and new collaborative relationships, both locally and nationally, and the best ways to contribute to and influence the future of research funding support. Beginning at 8 am, the meeting also will take place in Simches 3110.

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WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will offer hypertension screenings and blood pressure checks Feb. 12, from 1:30 to 2:30 pm in the West End Civic Association Community at One Emerson Place, as well as a screening of the film "The Devil Wears Prada" from 2 to 4 pm in the Haber Conference Room. Senior HealthWISE also will offer a one-hour exercise session, "Get Warm, Stay Fit," Feb. 15, from 11 am to 1 pm. Lunch will be served. Registration is required for the film screening and exercise session. All events are free for seniors age 60 years and older. For more information or to register, call (617) 724-6756.

Spanish for Health Care

MGH Training and Workforce Development is offering five levels of Spanish classes to enhance customer service for the MGH's Spanish-speaking patients and their families. Beginner I and II classes will be held Tuesdays beginning Feb. 27. Intermediate I and II and Advanced classes will be held Thursdays beginning March 1. All classes will meet for 12 weeks at 165 Cambridge St., second floor, from 5:30 to 7:30 pm. Each course costs $75 and includes text and materials. Registration will take place Feb. 16 and 20, from 11:30 am to 2 pm outside the East Garden Room near the Eat Street Café. All registrations are due by Feb. 23, and phone registrations will not be accepted. For more information, contact Digna Gerena at *dgerena@partners.org* or (617) 726-5741.

New Women's Heart Health Program

This month, the Massachusetts General Hospital Heart Center will launch its new Women's Heart Health Program, focusing on all aspects of women's heart care. An information table for the program will be held Feb. 14, from 10 am to 2 pm in the Main Corridor. For more information, visit *www.massgeneral.org/heartcenter/womenshearthealth.*

Genetics and clinical research lecture

The MGH Clinical Research Program and the Center for Human Genetic Research are co-sponsoring "Genetics and Clinical Research: Points to Consider" March 1, from 4 to 5 pm in the Simches Center, Room 3110. Lisa Lehman, MD, PhD, MSc, director of the BWH Center for Bioethics, will present. CME credit is available. To register, visit *hub.partners.org.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-1669.

Alzheimer's film screening

The MGH Employee Assistance Program and the Geriatric Medicine Unit are co-hosting a screening of the award-winning film "Family Matters: Coming Together for Alzheimer's" Feb. 15, from noon to 1 pm in the Thier Conference Room. Barbara Moscowitz, LICSW, of the MGH Geriatric Medicine Unit and executive producer of the film, will lead a discussion after the screening. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

Fourth quarter hand hygiene results announced

Hand hygiene compliance is a top priority for the MGH. As the hospital continues to strive to improve these practices, the MGH Infection Control Unit has announced the groups with the top hand hygiene compliance rates for the fourth quarter of 2006.

Top performing groups for **before** contact with a patient or patient's environment:

1) Unit service associates (USAs)
2) Physical and occupational therapists
3) "Other" employees such as clergy, case managers and X-ray technicians

Top performing groups for **after** contact with a patient or patient's environment:

1) Physical and occupational therapists
2) Patient care associates
3) Nurses and USAs (tie)

The highest overall compliance rates for the quarter were earned by the staff and physicians of the Blake 10 Neonatal Intensive Care Unit.

Like these top performing groups of employees, all MGHers must remain committed to practicing proper hand hygiene in order to provide all patients with safe, high-quality care. All employees must practice hand hygiene both before and after contact with a patient or a patient's environment. This practice includes the use of Cal Stat, an alcohol-based hand disinfectant that can help reduce the rates of hospital-acquired infections. Additionally, a new video, "Clean Hands Are Healthy Hands," will be made available in English and Spanish on the patient education channel in the next few months. For more information about hand hygiene at the MGH, contact the Infection Control Unit at (617) 726-2036.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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February 16, 2007

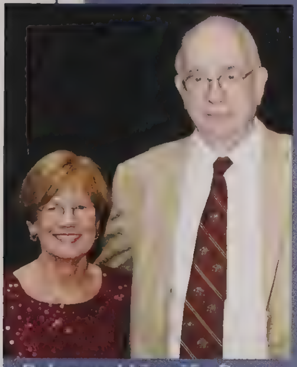
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

George P. Baker, MD, retires from practice

Following an illustrious 50-year career at the MGH, George P. Baker, MD, of the Bulfinch Medical Group, has stepped down from his clinical service at the hospital. He will maintain a role as chairman of the Provider Order Entry Committee and continue to represent the group on the Medical Policy Committee.

"A master of re-engineering," "a pioneer," "ahead of the curve" and "a mentor and friend," are only a few of the words colleagues used to describe Baker at his retirement party Jan. 17 at the Harvard Club. Approximately 130 guests – including Baker's family and members of MGH leadership – attended the special tribute to the well-respected physician and administrator.


Baker and his wife, Bunny

Baker's career began at the MGH in 1957 following his graduation from Harvard Medical School. After completing his residency and fellowship training at the MGH in 1962, he joined the clinical staff, helping to build a vibrant practice and establishing a reputation as a diligent, thoughtful and caring professional. With a special clinical interest in renal disease, Baker helped to establish the MGH's first Hemodialysis Unit, of which he was named director in 1964. He became senior medical physician at the start of the MGH Renal Transplant Program in 1966. In 1983, he was named associate general director for Medical Affairs, a role in which he oversaw the MGH's rapidly growing ambulatory care programs until 1996.

"The MGH has come a long way over the years, and George has played a key role – he's a true leader," said Nina Tolkoff-Rubin, MD, medical director for the Renal Transplant Program and a speaker at the party. "George was my colleague and mentor. He not only tirelessly cared for the renal transplant patients, but also was devoted to helping set the standards of care."

Renovated Charles/MGH MBTA station opens Feb. 17

MGHers, patients and the general public who ride the Massachusetts Bay Transit Authority (MBTA) Red Line can begin to use the reconstructed Charles/MGH train station Feb. 17. The new station, located on a pedestrian island in the center of Cambridge Street, is conveniently situated across from the west entrance of the Yawkey Center for Outpatient Care. A crosswalk equipped with new pedestrian and traffic signals provides a safe and direct route to the MGH campus. Designed to be compliant with the Americans with Disabilities Act, the station also features barrier-free access, ramps, and elevators and escalators to transfer commuters from the trackside platform to the street level.

Because MGH patients, visitors and employees often use the Charles/MGH station, the hospital has worked closely with the MBTA to bring the reconstructed station to fruition. The partnership between the hospital and the MBTA began in 1998 when the MGH sponsored a subway station redesign competition. More than 130 individuals ranging from local school children, community residents and architects submitted their designs and ideas for an improved facility. Some of the concepts were considered in the ultimate plan for the new station. In 2002, the MBTA committed to rebuild the station, and the MGH presented the MBTA with a check for $2.5 million to assist with the upgrade. Federal and state funds backed the project in part due to efforts from James Mongan, MD, president and chief executive officer of Partners; Thomas Glynn, chief operating officer of Partners; and the late Thomas S. Durant, MD, MGH physician.

"The hospital has remained committed to modernizing the station, and most importantly, ensuring that the station is accessible for all patients and individuals," says Jean Elrick, MD, senior vice president for MGH Administration. "The glass-enclosed structure provides a modern and safe gateway between Cambridge and Boston and also provides a new street-level pedestrian route through Charles Circle. We are pleased to lend our support to this project and see it benefit the hospital, community and the city." ●

Backup Childcare Center gives parents peace of mind

Finding regular, reliable childcare is a challenge for many working parents. This can become even more difficult when the family's usual childcare provider is unable to work because of an emergency, vacation or illness. MGH employees, however, have a valuable resource for when they are faced with an interruption in their children's care – the MGH Backup Childcare Center. Located in the Warren Lobby, the center cares for children ages 15 months through 12 years old and is open to hospital patients as well as MGH and Partners corporate employees.

The center's services can be utilized in a variety of circumstances – such as when normal childcare arrangements fail, schools or other childcare programs are closed, and when employees must work extra shifts or attend training or meetings outside of standard work hours. Recognizing that school vacations often pose a particular challenge for working parents, the center also offers special activities and programs during these times. For example, during school vacations in December, February, April and certain weeks in the summer, the center hosts a Vacation Club for children ages 6 through 12 years old. A variety of fun activities are packed into the Vacation Club schedule, including daily field trips and craft, cooking and science classes. Another program called Summer Fun Days offers school-age children daily specialty activities for short periods during the summer. During Vacation Club weeks and Summer Fun Days, younger children also are treated to age-appropriate and themed activities.

Bouma and his daughter, 3-year-old Reina

Brett Bouma, PhD, an associate professor for the MGH Wellman Center for Photomedicine, and Patricia Gannon, RTR, of the MGH Cardiology Division, are just two of the many parents who are grateful for the care available at the Backup Childcare Center. "My wife and I both work and we have two children, ages 3 and 5 years old," says Bouma. "Unfortunately, we do not have extended family in the area and having a reliable backup for childcare, especially one that is located at my place of work, has been indispensable.'

Gannon, the mother of a 7-year-old son, agrees. 'I have been using the Backup Childcare Center since my son was 15 months old," she says. "It gives me great peace of mind to know that he is nearby, and I can drop in and check on him during the day."

For more information about the Backup Childcare Center, including rates, call (617) 724-7100 or visit *www.partners.org/childcare.* ●

New website chronicles history of the MGH

Medical and amateur historians now can easily delve into the MGH's treasure trove of medical artifacts, paintings, photographs and sculptures thanks to a new website showcasing the hospital's rich history. Launched in December, the site contains extensive information about the hospital's nearly 200-year history. It can be accessed at *www.massgeneral.org/history.*

The website features many invaluable resources for history buffs, including virtual tours; a timeline of MGH medical milestones; online exhibits featuring several oral histories; and an ongoing inventory of the many portraits, sculptures and artifacts located throughout the hospital. The site is the brainchild of the MGH History Program, a group of employees, senior physicians, volunteers and members of the Ladies Visiting Committee (LVC) dedicated to recording the rich history of the MGH. The MGH History Committee is chaired by Paul Russell, MD, and the LVC's involvement in the project is led by Patricia R. Austen and Eleanor Hackett. Along with the MGH Archives, the website will be an important element of both the MGH History Program and MGH museum, which is slated to open in 2011.

Although much progress has been made in adding content to the site, help still is needed to make it the most comprehensive record of the MGH possible. All MGHers who have general information of historical relevance to the hospital are invited to submit it to Michelle Marcella at *mmarcella@partners.org* or (617) 724-2755 or Jeff Mifflin at *jmifflin@partners.org* or (617) 726-3180. To submit information specifically about arts and antiquities at the MGH, contact Patricia R. Austen at *pausten@partners.org.* For more information about the MGH History Program or history website, contact Marcella or Robert Seger at *rseger@partners.org* or (617) 726-8477.

From left, Yuleissy Ramirez; Kimberly Newton, research technician for MGH Neuromuscular Research; and Alethea Martin

MGH and Timilty: Partners in science

It was a chilly day, but things were heating up at the James P. Timilty Middle School in Roxbury as the annual schoolwide science fair kicked off Feb 5. Approximately 200 eighth-graders stood by their displays as a group of MGHers serving as volunteer judges questioned the young scientists and evaluated their projects.

The MGH/Timilty Science Connection, now in its 18th year, seeks to enhance the academic performance and expand the career horizons of Timilty students. The partnership also provides development and curriculum support for Timilty science teachers. Nearly 30 MGH/Timilty mentorships take place every fall, in which students and mentors meet biweekly from October through February in preparation for the fair. In this way, students have access to scientific equipment and expertise that otherwise would be unavailable to them.

The results were impressive. Student Omar Sanabria utilized lab space available through his mentored relationship with Jae Oh, clinical research coordinator for MGH Cardiology, and Ryan Snider, clinical research coordinator for MGH Neurology, to study the effects of differing environmental temperature on heart rates during exercise. Sanabria, a charismatic and articulate student whose seventh grade project was selected for entrance into the statewide science fair competition, credited the opportunity to conduct such a complex experiment to his MGH mentorship.

Susan Berglund, manager of the MGH/Timilty Partnership, says, "The science fair is about more than presenting science projects. It is an opportunity for every student to share their research and experiments with judges and mentors who are proud of the efforts the students have made. This support from the MGH community helps us to show all students that we believe they can be successful."

Candace Burns, the director of the MGH/Boston Public School Partnership, says, "We are so proud of this longstanding relationship with the Timilty and initiatives like science fair judging, which give MGH staff the opportunity to come out to the school and spend time with the students. We are thankful to all the volunteers and the 600 students who participated in the science fair."

The MGH/Timilty Partnership, a part of the MGH/Boston Public School Partnerships, has existed since 1989 and was enhanced through a grant from the Howard Hughes Medical Institute in 1994. To find out more, visit *www.massgeneral.org/cb*. ●

MGH and Schepens explore partnership

The MGH and the Schepens Eye Research Institute have entered into talks to explore the possibility of a formal relationship. Scientists from the Schepens Institute, located on Staniford Street, and the MGH have collaborated for years on ocular research. However, a more official connection could allow both institutions to undertake more and better research endeavors, says Michael Gilmore, president and chief executive officer of Schepens.

According to Gilmore, the potential connection between the two institutions would break down barriers in the study of vision, because "broad-based collaborations involving multiple disciplines are opening new doors in biomedical research." For example, geneticists recently discovered a correlation between macular degeneration – the leading cause of vision loss and blindness in adults over age 65 – and a type of inflammation. It is through this sort of cooperation that scientists hope to continue making advances against diseases like macular degeneration and glaucoma, diseases which "don't lend themselves to the traditional approach of 'one investigator, one problem,'" says Gilmore.

Peter L. Slavin, MD, MGH president, agrees that Schepens' research program would align with research activities at the MGH. "The ongoing work at Schepens dovetails beautifully with programs at the MGH," Slavin says. "We are excited about the possibilities that a closer relationship would offer in expanding and advancing our collective scientific efforts."

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MGH**HOTLINE**

WHAT'S HAPPENING

Complex trait genetics course

The MGH Clinical Research Program, in collaboration with the MGH Center for Human Genetic Research and the Broad Institute at Harvard and MIT, is offering "A Primer on Complex Trait Genetics: Basic Principles for the Beginning Investigator" March 5, from 8:30 am to 4 pm in the Simches Center, Room 3110. To view a course outline or to register, visit *hub.partners.org.* For more information, contact Lauren Michaels at *lmichaels@ partners.org* or (617) 726-5010.

Career Development Session

MGH Training and Workforce Development will host the fourth annual Career Development Session Feb. 22, from 10:30 am to 2:30 pm in the Lower Amphitheater on Clinics 1. Employees will be able to learn about a variety of careers during 30-minute presentations. The following is a schedule of presentations: respiratory care at 10:30 am, nursing at 11 am, medical technologists at 11:30 am, surgical technologists at noon, medical coding at 12:30 pm, medical assistants at 1 pm, financial aid at 1:30 pm and medical imaging at 2 pm. For more information, visit *is. partners.org/hr/New_Web/mgh/ mgh_training.htm* or contact Kevin Cotter at *kpcotter@partners.org* or (617) 724-3368.

Ash Wednesday schedule

On Feb. 21, MGH Chaplaincy will host the following Ash Wednesday services: Roman Catholic masses will be held at 11 am and 4 pm, and an ecumenical service will be held at 12:15 pm. All services will take place in the MGH Chapel on Ellison 1. Ashes will be available in the Chapel from 9 am to 5 pm, as well as at CNY, the Massachusetts Eye and Ear Infirmary, the Schraft Center and the Charlestown, Revere and Chelsea HealthCare Centers. Every effort will be made to bring ashes to each patient floor once between 8 am and 4 pm. For more information, call (617) 726-2220.

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will host "Aging Well in Mind, Body and Spirit" Feb. 22, from 11 am to noon in the Haber Conference Room. Ann Webster, PhD, of the Benson-Henry Institute for Mind Body Medicine at MGH, will present. Senior HealthWISE also will offer hypertension screenings and blood pressure checks Feb. 26, from 1:30 to 2:30 pm at the West End Library. Both events are free for seniors age 60 years and older. For more information, call (617) 724-6756.

Burn Unit benefit

A benefit performance of "Joey and Maria's Comedy Italian Wedding" and buffet dinner will be held March 23 at 7 pm at the Florian Hall in Dorchester. Tickets are $50 per person and $500 for a table of 10. All proceeds will benefit the MGH Burn Unit in memory of Joseph Conti, Jr. For more information or tickets, call Kristen DiBona at (617) 861-7542.

Service Learning Series

The MGH Service Improvement Department will host "What Is Welcoming? Voices of Our Patients and Staff" Feb. 21, from 9 to 10:30 am in the Thier Conference Room. For more information, contact Cindy Sprogis at *csprogis@ partners.org* or (617) 726-1030.

New Partners vice president of Research Administration

Following a national search, Geoffrey Grant, a prominent leader in the field of research administration, has been named vice president for Partners Research Administration, effective March 1. In this role, he will be responsible for the offices and activities that comprise Partners Research Management. Grant will report to Partners HealthCare Chief Academic Officer Daniel K. Podolsky, MD, and will work closely with F. Richard Bringhurst, MD, senior vice president for Research at the MGH, and Barbara Bierer, MD, senior vice president for Research at BWH.

Grant joins Partners following a long and distinguished career at the National Institutes of Health, where he served as director of the Office of Policy for Extramural Research Administration. Following that he was associate vice president for Research Administration at Stanford University, and most recently he worked at the White House Office of Science and Technology Policy, while on detail from the National Science Foundation. At the science policy office he worked with all federal research agencies to foster multidisciplinary research.

"We are delighted to welcome Geoff to Partners," says Podolsky. "I am confident that with his wide breadth of experience in research administration and his proven leadership and management acumen, he will ensure that the Partners research community is supported by research management that meets the highest possible standards of quality, efficiency and regulatory compliance."

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

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50 Staniford Street, Suite 830
Boston, MA 02114.

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February 23, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Claire and her mother in the Christopher's Haven apartment.

A haven for families

Since early January, 2-year-old Claire Powers has been a patient at the MGH's Francis H. Burr Proton Therapy Center, receiving daily treatments for Ewing's sarcoma on her tongue. While the extensive course of treatment can be grueling at times – particularly for a child as young as Claire – she and her mother, April Montgomery, are lucky to have a special place to rest, relax and recuperate after each day's treatment. The mother and daughter are the current residents at the Christopher's Haven apartment, which opened this past Labor Day to serve as a home away from home for children battling cancer at the MassGeneral Hospital *for* Children (MGH*f*C) and their families. Located at 10 Emerson Place, the spacious and comfortable apartment allows families to focus on their child's care by relieving them of the search for adequate and affordable temporary housing.

Christopher's Haven was founded in 2001 by Dan Olsen, a three-time cancer survivor who was treated at the MGH. During his many stays at the hospital, Olsen met families whose children also were battling cancer, and these young patients had a profound impact on him. "Sometimes I received my chemotherapy at the same time as these kids," says Olsen. "After I saw them there, I just thought, 'I need to do something to help them.' I asked around and discovered that housing was a major issue for these families."

Finding housing is indeed a particular challenge for

(Continued on page 2)

Job Shadow Day introduces students to the MGH

As groundhogs across America scrutinized their shadows Feb. 2, a different sort of shadowing was taking place across the MGH: the 12th annual Groundhog Job Shadow Day, in which students from Boston public high schools learn about careers in health care by shadowing MGHers for part of the day. The program is part of the MGH/Boston Public Schools Partnership, coordinated by the MGH Community Benefit Program. The project allows students a first-hand look into the world of health care, providing them the opportunity to ask questions of their hosts and even assist in some daily tasks.

This year, 41 students participated, 31 of whom came from East Boston High School. The others were from Health Careers Academy – a public high school in the Fenway – and were invited through a new partnership spearheaded by the Massachusetts General Physicians Organization and MGH Patient Care Services.

The students shadowed MGHers in many different departments, including Medicine, Patient Care Services, Human Resources, Information Services, Radiology, Pharmacy, and Police and Security. The Department of Pathology had eight student shadows, which Laura Listro, associate director for Staff Development and Operations, attributed to outreach efforts made by the department. Says Listro, "As our workforce matures and we see decreased enrollment in technical college programs, it is increasingly important to expose students to a variety of technical careers in order to spark their interest. Job Shadow Day is an excellent way to do that."

For more information about the Job Shadow Day program, contact Galia K. Wise of the MGH Community Benefit Program at (617) 724-8326.

Women's heart health

The Massachusetts General Hospital Heart Center launched the MGH's first Women's Heart Health Program Feb. 15 to provide comprehensive, compassionate cardiac care for women of all ages. The program focuses on the full spectrum of care – including prevention, early detection and treatment – in a friendly environment designed especially for women. The efforts to create the program were led by Malissa Wood, MD, an MGH cardiologist, and Jennifer Walker, an MGH cardiac surgeon.

For more information about the Women's Heart Health Program, visit *www.massgeneral.org/womenshearthealth* or call 886-MGH-8910. ●

From left, Tracy Coyle, the program's first patient; Wood; Emebet Ketema, medical assistant; Brenda Carrera-Allen, patient service coordinator; and Nardita Scott, MD, MGH Heart Center cardiologist

Partners/Harvard AIDS Clinical Trials Unit receives grant renewal

For 25 years, the MGH has been at the forefront of clinical care and research of HIV/AIDS and a leader in the development of promising new anti-HIV therapies. The MGH, along with BWH and Beth Israel Deaconess Medical Center (BIDMC), together make up the Partners/Harvard AIDS Clinical Trials Unit (ACTU) – one of approximately 25 domestic and 20 international units that comprise the larger National Institutes of Health (NIH) cooperative group known as the AIDS Clinical Trials Group (ACTG). The ACTG is the largest clinical trials organization dedicated to HIV/AIDS therapeutics in the world.

Since 1986, the National Institute of Allergy and Infectious Disease (NIAID), a division of the NIH, has continuously supported the ACTU's groundbreaking work. Recently, the NIAID awarded the Partners/Harvard unit a seven-year renewal grant of approximately $7.5 million to continue exploring new and better ways of treating patients with HIV/AIDS and advance the scientific leadership of the ACTG internationally.

Principal investigator of the Partners/Harvard ACTU is Daniel R. Kuritzkes, MD, director of AIDS Research at BWH and professor of medicine at Harvard Medical School. He also serves as vice chair and scientific director of the ACTG. Kuritzkes has provided international leadership in HIV treatment since the epidemic was first discovered.

The Partners/Harvard ACTU clinical research site leaders are Rajesh Gandhi, MD, of MGH; Paul Sax, MD, of BWH; and Mary Albrecht, MD, of BIDMC. Theresa Flynn, RN, MSN, ANP, of MGH, serves as administrative coordinator. Working with research nurses, data managers, laboratory technologists and other medical research personnel, the team supports the goals of the ACTU.

Much of the evidence that underpins current guidelines for HIV treatment comes from ACTG studies chaired by investigators of the Partners/Harvard ACTU, including the first trials of combination antiretroviral therapy and the demonstrated clinical efficacy of protease inhibitors for treatment of HIV infection.

For more information about the Partners/Harvard ACTU, contact Flynn at (617) 724-0072.

– Haven

(*Continued from page 1*)

many patients at the MGH. As a world-class medical center, the hospital attracts patients from across the globe seeking treatment for rare or complex conditions. Locating affordable, temporary housing in the Boston area for extended hospital stays often can be overwhelming.

This certainly was the case for Claire and her mother. Montgomery had planned to rent a short-term furnished Beacon Hill apartment when they were offered the Christopher's Haven space. Their experience there has been nothing but positive. The apartment has two bedrooms, a full kitchen, Internet and cable access and a stock of household supplies, toys and books. While Claire and her mother are the only people currently living in the apartment full-time, their family members are able to join them for extended visits because of its spacious quarters. And most importantly, for Claire's safety, the apartment is conveniently located just steps away from the MGH. "Claire has seizures in addition to the Ewing's sarcoma," says Montgomery. "If anything goes wrong, we can take her right over to the hospital. I can sleep at night knowing that she's safe."

With demand already growing for the Christopher's Haven apartment, Olsen's immediate plan is to expand by purchasing more apartments in the same Emerson Place building. Eventually, he hopes to build a separate home modeled on the Ronald McDonald House with space for eight to 10 families whose children are receiving cancer treatment at the MGH*f*C.

For more information about Christopher's Haven, visit *www.christophershaven.org*. ●

Surgery open house celebrates new facility

Nearly 100 MGHers attended a festive open house reception Jan. 25 to celebrate the Division of General and Gastrointestinal Surgery's recent move to the Wang Ambulatory Care Center (WACC). Located on the fourth floor, the new outpatient practice facility features office space for 14 surgeons, eight exam rooms and two procedure rooms equipped with video sigmoidoscopy capability.

Hosts at the open house included Andrew Warshaw, MD, surgeon-in-chief; David Rattner, MD, chief of the division of General and Gastrointestinal Surgery; Britain Nicholson, MD, chief medical officer; Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development; and Deborah Doroni, executive director for the Department of Surgery. Warshaw and Rattner welcomed the guests and acknowledged the hard work and dedication of those who helped to make the project happen. They also commented on the future growth potential of the expanded clinical programs and the enhanced patient comfort that the new facility offers.

The Division of General and Gastrointestinal Surgery is the first MGH surgery division to relocate to the new group practice facility in the WACC as part of a larger reconstruction project for the MGH Department of Surgery. The arrangement allows for multiple surgeons to meet with patients at the same time and provides capacity for future growth. It also facilitates the development of new programs such as an oncology-surgery multidisciplinary clinic recently begun by General Surgery and the MGH Cancer Center, as well as the introduction of pelvic ultrasound services as a component of the division's colorectal surgery program.

Division
General a
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From left, Warshaw, Rattner, Cella and Andrea Beloff, Surgery administrative director

For more information about the Division of General and Gastrointestinal Surgery, contact Marc Cella, practice manager, at *mcella@partners.org*. ●

Witherspoon

Starting the journey: Steps to success

The adage "a journey of a thousand miles starts with a single step," rang true for more than 40 MGHers who took the first step to jumpstart their careers by attending "Steps to Success: The Journey from Job to Career" Feb. 8. The goal of the informational session was to help employees overcome barriers to furthering their education – whether by returning to college, taking trade courses or earning a professional certificate. The workshop covered topics such as debunking myths about going back to school as adult learners, conducting self assessments to evaluate readiness, weighing factors in choosing a college, researching education programs and exploring educational options in the health care field.

"For some adults, it may seem overwhelming to even consider going back to school," says Helen Witherspoon, operations manager for MGH Training and Workforce Development and co-presenter for the session. "We presented this workshop to help motivate employees deciding if now is the right time in their lives to continue their education to either enhance their current job skills or to plan for a future career change."

The next Training and Workforce Development session will be a college fair for employees March 28, from 11 am to 4 pm in the Training Department at 165 Cambridge St., Suite 200. For more information, call (617) 724-3368 or e-mail Kevin Cotter at *kpcotter@partners.org*

WHAT'S HAPPENING

Eldercare discussion group

The Employee Assistance Program will host its monthly eldercare discussion group Feb. 27, from noon to 1 pm in the Yawkey Center, Room 10650. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

Domestic violence support group

The Employee Assistance Program will offer a confidential, 10-week domestic violence education and support group Thursdays, beginning March 1, from 4:30 to 6 pm. For more information and meeting location, call (617) 726-6976.

Atrial Fibrillation Patient Education Day

The MGH Cardiac Arrhythmia Service and the Atrial Fibrillation Foundation will co-host the fifth annual Patient Education Day March 3, from 8:30 am to 2 pm at the Seaport Hotel in Boston. Sign-in will begin at 7:45 am. A continental breakfast and lunch will be served. Preregistration is required. For more information or to register, contact Muriel Corcoran at *mcorcoranryan@partners.org* or (617) 726-1095.

Innovation in Care seminar series

The MGH Ambulatory Practice of the Future and the John D. Stoeckle Center for Primary Care Innovation will kick off its 2007 seminar series with the theme "Innovation in Care." The first lecture in the series will be "Improving the Health Care Experience Through Innovation and Design," Feb. 28, from 4 to 5 pm in the Yawkey Center, Room 10660. The guest speaker will be Peter Coughlan of IDEO's Transformation Practice. For more information, contact Nicola Majchrzak at *nmajchrzak@partners.org* or (617) 726-0150.

National Patient Safety Awareness Week

National Patient Safety Awareness Week will be held March 4 through 10. The MGH Office of Quality and Safety will celebrate by distributing "Five Steps to Safer Health Care" bookmarks to patients, staff, employees and visitors. The bookmarks are in several languages and will be available at information desks throughout the hospital. For more information, call Katie Farraher at (617) 726-4709.

CFD noontime learning series

The MGH Center for Faculty Development's (CFD) noontime learning series and the Harvard Medical Center Office of Work and Family will offer "Modern Dads: The New Job Description for Fatherhood in America" March 7, from noon to 1:30 pm in the Yawkey Center, Room 10660. Guest speaker John Badalament, EdM, will discuss issues such as how expectations for dads have changed today and what it means to be a good father. For more information or to register, e-mail *cfd@partners.org* or call (617) 724-0818.

Cell sorting and analysis services available

The Flow Cytometry Facility at the Cutaneous Biology Research Center currently has time available to provide cell sorting and analysis services to the MGH research community. The center is located at CNY 149. For more information or a consultation, contact Joanne Yetz-Aldape at *jyetz-aldape@cpartners.org* or (617) 724-0247.

Burn Unit benefit

A benefit performance of "Joey and Maria's Comedy Italian Wedding" and buffet dinner will be held March 23 at 7 pm at the Florian Hall in Dorchester. Tickets are $50 per person and $500 for a table of 10. All proceeds will benefit the MGH Burn Unit in memory of Joseph Conti, Jr. For more information or tickets, call Kristen DiBona at (617) 861-7542.

Spring 2007 HR course offerings

MGH Training and Workforce Development has released the schedule for the Spring 2007 HR course offerings. For more information or to view a complete schedule, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm.*

Treats for blood donors

On Fridays during the month of March, the MGH Blood Donor Center will offer donors a free lunch catered by area restaurants as part of its annual "Taste of the Town" promotion. Lunch will be served from noon to 3 pm, and employees who donate earlier in the day will receive a coupon to return for the meal. All employee donors also will receive their choice of a $5 gift card redeemable at any MGH cafeteria or a free parking pass for the garage at the TD Banknorth Garden.

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm, and Friday, from 8:30 am to 4:30 pm. The center is open for platelet donations Monday through Thursday, from 7:30 am to 5 pm, and Friday, from 8:30 am to 3 pm. Walk-ins are welcome and appointments are encouraged. For more information or to schedule an appointment, call (617) 726-8177 or e-mail Kate DeCoste at *kdecoste@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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March 2, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Sprogis (left) and St. Fleur

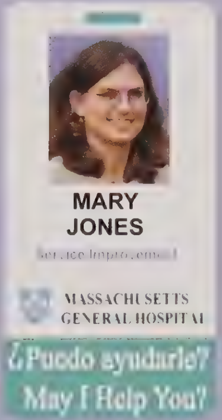
Service Learning Series: Creating a warm welcome

It was a standing room only crowd in the Thier Conference Room Feb. 21 as the MGH Service Improvement Department hosted the second Service Learning Series, "What is Welcoming at the MGH?" Forum leaders Sandra St. Fleur and Cindy Sprogis, both of the Service Improvement Department, began the session by sharing and analyzing the results of focus groups and interviews conducted with both patients and employees about what a welcoming environment means to them. They also introduced tools and strategies managers can use to assess the welcoming environment in their own departments. One such tool is the "culture walk," in which managers are encouraged to walk through their departments to actively look for visual clues and staff behaviors that may influence how others perceive their service culture. At the end of the session, participants were given a comprehensive toolkit with additional assessment strategies to assist them in examining the service culture in their own departments.

The next Service Learning Series will be held March 21, from 9 to 10:30 am. The location will be announced. For more information about the series, contact Sprogis at *csprogis@partners.org* or (617) 726-1030.

Badges foster service culture

Seven years ago, the MGH Service Improvement Department implemented the "May I Help You?" program at the hospital, in which employees and staff volunteered to help create a welcoming environment for all patients and visitors by adding a special tag with the phrase to their regular hospital ID badge. As part of the MGH's continued efforts to foster a service culture at the hospital, the Service Improvement Department is reintroducing the "May I Help You?" program with a revamped look to the badges.



With help from MGH Interpreter Services, the latest set of badges will be available in English and the four most commonly spoken foreign languages at the MGH: Spanish, Portuguese, French and Haitian/Creole. Employees who speak these languages are encouraged to wear a badge as a signal that they can offer assistance to anyone who is in need of help. The back of the "May I Help You?" badge also has a list of frequently used phone numbers to help volunteers better assist patients. Badges in Chinese, Russian and Arabic soon will be available.

For more information or to request a "May I Help You?" badge, contact Leah Abrams at *labrams@partners.org* or (617) 726-1310.

MGH Sports Medicine Center: Ready, set, go

From left, Thomas Gill IV, MD, of Orthopaedics; Edward P. Lawrence, MGH Board of Trustees chairman; Peter Asnis, MD, of Orthopaedics; Zarins; Gill; Slavin; Arthur Boland, MD, of Orthopaedics; Zachazewski; Larry Ronan, MD, of Internal Medicine; and Rubash.

To commemorate its recent move to a new, state-of-the-art space on the fourth floor of 175 Cambridge St., the MGH Sports Medicine Center hosted an open house Feb.1 for MGHers, clinicians and guests to view the new facility. More than 100 people attended the event, which included a ribbon-cutting ceremony with Peter L. Slavin, MD, president of the MGH; Bertram Zarins, MD, chief of Sports Medicine; Thomas Gill, MD, medical director of Sports Medicine; Harry Rubash, MD, chief of Orthopædic Surgery; and Jim Zachazewski, PT, DPT, clinical director of Sports Medicine.

Visitors had the opportunity to meet the sports medicine physicians and the expert team of clinicians who work alongside them – including nurses, physical therapists, primary care physicians, sports medicine fellows, radiologists and radiology technologists. The new facility features 18,000 square feet of contemporary space and equipment dedicated to the special requirements of patients with sports injuries.

The MGH Sports Medicine Center provides expert medical evaluation, treatment and rehabilitation of sports-related and musculoskeletal injuries for patients who have shoulder, knee, ankle and elbow disorders. The center staff see athletes of all levels, including amateur, recreational and professional. For more information about the center, call (617) 726-7500. ●

Be Fit healthier than ever on its second anniversary

[illegible]

Before he joined the MGH Be Fit program, Dean Donahue, MD, of the Division of Thoracic Surgery, was out of shape. He exercised infrequently and had poor eating habits. "I more or less kept Frito-Lay in business," he jokes. Donahue was encouraged to join the Be Fit program by his unit's nurse coordinator, Joanie Cacciola, RN, whose enthusiasm helped motivate him to lose more than 20 pounds over the 10 weeks of the program.

According to Cacciola, "What's great about the Be Fit program is that it starts off as a team competition, with everyone in it together. By the end of 10 weeks, though, you're in competition with yourself, but it's still the camaraderie that keeps you going."

Since graduating from the Be Fit program, Donahue has maintained the healthy habits the program instilled in him – he follows a nutritious diet and currently is in training for his second Marine Corps Marathon. "The Be Fit program changed my lifestyle significantly," says Donahue, who recommends the Be Fit program to all MGHers who are ready to make the commitment to healthy living.

The month of February marked the second anniversary of the Be Fit program, a joint initiative between MGH Food and Nutrition Services and The Clubs at Charles River Park. Designed to facilitate weight loss and the development of a healthier lifestyle, the program comprises a rigorous 10-week course of exercise, food and nutrition education, weigh-ins and progress reports. Now in its ninth phase, Be Fit has changed the lives of the hundreds of MGHers who have participated. Different teams from departments throughout the hospital are pitted against one another in friendly competition across such categories as most pounds lost and most workouts.

This year, the MGH is being honored by the Alliance for Work-Life Progress (AWLP) for its Be Fit program. The MGH is one of three employers to receive the AWLP's 2007 Innovative Excellence Award, which honors employers whose programs enrich the lives of employees while achieving organizational and business goals.

For more information about the MGH Be Fit program, visit *intranet.massgeneral.org/befit* or contact Erin Marley at (617) 726-2900. ●

March 2, 2007

MGH HOTLINE

SAC meeting explores reaching across boundaries to meet challenges

"**This is the best of times** and the worst of times for biomedical research," said Peter L. Slavin, MD, president of the MGH, in his introduction to the Feb. 14 Celebration of Science symposium that kicked off the two-day annual meeting of the hospital's Scientific Advisory Committee (SAC). Slavin explained that expected cuts in government support for research are coming at a time when scientific opportunities to address major health issues have never been greater. The event got underway with the presentation of 157 research posters, 11 of which were named posters of distinction and are listed at *www.massgeneral.org/pubaffairs/Issues2007/030207sacawards.htm.*

At the symposium, Vamsi Mootha, MD, of the MGH Center for Human Genetic Research, described the search for genetic factors that underlie disorders of the cellular energy structures called mitochondria. The challenges involved in developing cancer treatments targeted to specific genetic alterations that lead to tumor development were discussed by Daniel Haber, MD, PhD, director of the MGH Cancer Center, and Joan Brugge, PhD, head of the Department of Cell Biology at Harvard Medical School and a SAC member, outlined her work to develop new models that may improve understanding the mechanism underlying breast cancer.

SAC poster presentation

The Feb. 15 SAC meeting began with an outline of the expected reduction in federal support for biomedical research. Jerrold Rosenbaum, MD, chair of the MGH Executive Committee on Research, addressed how these changes might affect the hospital, and Robert Kingston, PhD, chief of Molecular Biology and chair of the Thematic Centers Executive Committee, reviewed the centers' progress in building interdepartmental collaborations. MGH leaders and SAC members discussed resources and challenges extending across Partners, throughout Harvard and regionally, and specific attention was paid to the Harvard Stem Cell Institute and the Dana-Farber/Harvard Cancer Center as examples of cross-institutional partnerships. The afternoon sessions included SAC members' reactions and suggestions and a review of potential efforts that institutions might take together.

"This year's meeting was an extraordinary opportunity for the MGH to reassess its place in the scientific world, its assets and opportunities, and its shared vulnerabilities to the challenges that face scientists everywhere," says Rosenbaum. "We had an exciting conversation with our SAC members, which moved from local MGH efforts to break down research silos to interinstitutional and regional opportunities to build collaborations. The SAC members were unanimous in praising the MGH for its overall research strength and vision." ●

Gift launches Radiation Oncology center of the future

The MGH is moving forward with plans for a new, 530,000-square-foot building – the Building for the Third Century – with construction slated to begin later this year. One of the most exciting aspects of this new venture will be the enhancement of radiation oncology care. Not only is MGH Radiation Oncology among the most sought-after services at the MGH, but because of the complex needs of its patients, the department also requires the most sophisticated medical technology available, as well as close collaboration among caregivers across multiple MGH disciplines.

A representation of patient-friendly clinical space within the James M. and Ruth P. Clark Center for Radiation Oncology

All of these needs – not to mention considerably redeveloped and expanded space – now will become a reality thanks to a significant gift from longtime MGH friends James M. and Ruth P. Clark. The Massachusetts couple already has had an indelible impact on the hospital, supporting both the Janet W. and William M. Shipley Professorship in Radiation Oncology and the Howard Ulfelder, MD, Healing Garden in the MGH Cancer Center. The naming of the new Radiation Oncology Center was announced at the hospital's annual Development event in Palm Beach, Fla. in February.

"The Clarks' commitment to furthering excellence in cancer care will ensure the delivery of the best possible experience for every Radiation Oncology patient," says Peter Slavin, MD, president of the MGH. "Thanks to their vision and generosity, the James M. and Ruth P. Clark Center for Radiation Oncology will advance this field at the MGH."

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MGH HOTLINE

Call for nominations for community service awards

The Office for Diversity and Community Partnership at Harvard Medical School (HMS) is requesting nominations for the 2007 Dean's Community Service Awards, which were established to recognize HMS faculty, students, trainees and staff who have made outstanding personal efforts in serving the local, national or international community. Guidelines and nomination forms are available at *www.mfdp.med.harvard.edu/awards/csa.* The deadline is March 16. For more information, contact Tracy Billy at (617) 432-3020 or *tracy_billy@hms.harvard.edu.*

Cell sorting and analysis services available

The Flow Cytometry Facility at the Cutaneous Biology Research Center currently has time available to provide cell sorting and analysis services to the MGH research community. The center is located at CNY 149. For more information or a consultation, contact Joanne Yetz-Aldape at *jyetzaldape@partners.org* or (617) 724-0247.

Senior HealthWISE events

MGH Senior HealthWISE will offer hypertension and blood pressure screenings March 5, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. The Senior HealthWISE lecture series will host "Exercise and Aging" March 8, from 11 am to noon in the Haber Conference Room with guest speaker Sandy Connor, a trainer at The Clubs at Charles River Park. Both events are free for seniors age 60 years and older. For more information, call (617) 724-6756.

Call for abstract submissions for Clinical Research Day

The MGH Clinical Research Program invites investigators to submit abstracts for Clinical Research Day, which will be held May 17. Abstracts must be on clinical research and unpublished at the time of submission. Two individual awards of $1,000, one translational research award of $1,500 and one team award of $5,000 will be presented for the best clinical research abstracts. A number of departmental prizes also will be awarded. The abstract submission deadline is March 16. Abstracts may be submitted online at *crp.abstractcentral.com.* For more information, e-mail *crpedu@partners.org* or call (617) 726-3310.

EAP manager and supervisor training sessions

The Employee Assistance Program (EAP) will offer a training course for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral, mental health and substance abuse concerns March 6, from 9 to 11 am in the Haber Conference Room. Additional sessions will be held June 7, Sept. 13 and Dec. 4. Light refreshments will be served. To register, call (617) 726-6976. For more information, visit *www.massgeneral.org/leadershipacademy.*

Wenli Cai, PhD, of the 3-D Imaging Lab in the MGH Radiology Department, recently was awarded a two-year grant from the Cancer Research and Prevention Foundation for her work as principle investigator for research on electronic cleansing for non-cathartic CT colonography. The MGH co-investigators are **Michael Zalis, MD; Hiroyuki Yoshida, PhD;** and **Janne Nappi.**

Adrian Zai, MD, PhD, a research fellow in the Department of Medicine's Laboratory of Computer Science, has received the Dvora Brodie, CPHIMS, FHIMSS Scholarship from the New England chapter of the Healthcare Information and Management Systems Society (HIMSS). The $5,000 scholarship is awarded annually to a HIMSS student member who exhibits excellence and future leadership potential in the health care information and management systems industry.

Relaxation methods

During an event sponsored by MGH Senior HealthWISE, seniors gathered in the Haber Conference Room Feb. 22 to learn a variety of easy and useful relaxation techniques from Ann Webster, PhD, of the Benson-Henry Institute for Mind Body Medicine at MGH. Webster led the group through a meditation technique and taught the seniors several "mini" relaxation exercises that can be performed most any time and anywhere.

Webster

"It's important to remember that self-care is a key component to maintaining overall good health," says Webster. "By practicing relaxation exercises, we can alleviate the negative effects of stress on our bodies and minds. I hope that the group will take what they have learned today and incorporate relaxation as a tool to becoming and staying healthy and happy."

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by fax to (617) 726-7475;

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March 9, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

IMPORTANT MESSAGE!

A good reason to check PDAs

MGH Transplant Center physicians, surgeons and transplant coordinators have a new reason to stay up to date with messages on their wireless personal digital assistants (PDAs). The United Network for Organ Sharing (UNOS) has implemented DonorNet, a new Internet-based organ allocation system that allows the nationwide transplant community to be notified seamlessly and securely of available organs for transplantation. This is an important feature because the sooner a transplant takes place, the better the organ will function. DonorNet alerts MGH Transplant Center staff of organs available through the New England Organ Bank (NEOB) and also provides access to the waiting list of patients for different organs, such as heart, lung, liver, kidney and pancreas.

MGH clinicians and staff members involved in the transplant process recently were given Palm Treos, which are handheld PDAs, at a DonorNet training session organized by Nahel Elias, MD, of the Abdominal Transplant Program, and Joren Madsen, MD, DPhil, director of the new MGH Transplant Center. Within minutes of notification, MGH staff members now can accept offers from the NEOB and potential recipients can be notified.

While these PDAs initially will be used for Internet access to the DonorNet system,

(*Continued on page 3*)

Remembering when the levees broke

In commemoration of Black History Month, the Association of Multicultural Members of Partners (AMMP), with support from the MGH Multicultural Affairs Office, hosted a screening Feb. 28 of "When the Levees Broke," a Spike Lee documentary depicting the devastation and recovery of the Gulf Coast region of the United States following Hurricane Katrina in 2005. The film was followed by a panel discussion with Deborah Washington, RN, PhDc, director of Diversity for MGH Patient Care Services, and Joy Williams, RN, of the Department of Radiology.

Washington gave her insight as an individual born and raised in the New Orleans area. She also commented on the struggle many African-Americans faced due to the hurricane and described the exodus of Gulf Coast residents as a type of African-American diaspora.

Shortly after Hurricane Katrina hit the United States, Williams worked as a medical volunteer with the MGH, Project HOPE and the U.S. Navy. She described the frustration that she and her fellow volunteers experienced following the hurricane due to public health policy "red tape," and described her efforts to bring medical relief to those affected by the disaster.

Says Akin Demehin, AMMP vice chair and MGH administrative fellow, "Many who viewed the film were truly moved. Hurricane Katrina had a profound effect on the Gulf Coast's African-American culture and community, as well as a marked public health impact on African-Americans in the area."

From left, Demehin, Williams and Washington

Standing, left to right, Warshaw, Stenger, Cruz, Pasniewski, Powell, Mahoney, Guerriero; seated, Neyhard, DaVenda, Nadeau and Gonzalez

STARs shine brightly in Department of Surgery

Colleagues and administrators from the Department of Surgery gathered to honor sixteen of their "STAR" employees with a luncheon Feb. 23 in the Gray Building's Sweet Room. The annual Surgery Tribute and Recognition (STAR) program, now in its fourth year, encourages individuals to nominate non-physician employees in the Department of Surgery whose dedication and contributions to the department have been truly exemplary. Andrew L. Warshaw, MD, surgeon-in-chief, spoke at the event, applauding the honorees for their work in maintaining the highest standards of service in one of the country's largest surgery departments.

"Keeping the clinical, research and education missions moving forward means that everyone at every interface must be thoughtful, committed and caring," said Warshaw. "The department is fortunate to have such a wonderful staff. The STAR program recognizes those who contribute so much to our patients, our work and ultimately our overall success."

The 2006 awardees are Jonathan Goodwin of Thoracic Surgery; Harold Cruz of the Center for Laryngeal Surgery and Voice Rehabilitation; Karla Stenger of Transplant Surgery; Erika DaVenda of Vascular Surgery; Tom Pasniewski of Plastic and Reconstructive Surgery; Nancy Neyhard, Iraida Gonzalez and Kristin Po[illegible] of General Surgery; Patricia Blanco, Yong [illegible] Chen and Cheryl D'Amore of the Surgical Clinic; and the Thoracic Surgery front desk team: Diane Croteau, Patricia Guerriero, Fran Mahoney, Paulette Nadeau and Peg Patsch.

STAR awardees are chosen quarterly and honored annually. Nominations for the 2007 STAR program are welcomed from anyone who has experienced excellent service or outstanding care from a Department of Surgery employee. To obtain a nomination form, e-mail Debjani Banerji at *dbanerji@partners.org*. ●

Patriots pride at the Blood Donor Center

Two lucky blood donors have been chosen as the winners of the MGH Blood Donor Center's raffle of New England Patriots team memorabilia. Gregory Falta won a football autographed by defensive lineman Vince Wilfork, and Frank Uttaro received a team jersey autographed by running back Corey Dillon. The contest was part of a promotion offered by the center Feb. 5 through 16, in which all donors who gave blood during that time were automatically entered into a raffle for one of the prizes. Currently, the center is offering its annual "Taste of the Town" event, which offers a free lunch catered by area restaurants to all those who give blood on Fridays during the month of March.

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm, and Friday, from 8:30 am to 4:30 pm. The center is open for platelet donations Monday through Thursday, from 7:30 am to 5 pm, and Friday, from 8:30 am to 3 pm. Walk-ins are welcome and appointments are encouraged. For more information or to schedule an appointment, call (617) 726-8177 or e-mail Kate DeCoste at *kdecoste@partners.org*.

A new day for cardiac care

MGHers gathered in the Yawkey Center for Outpatient Care Feb. 26 to celebrate the official launch of the MGH Heart Center, which was created to combine the longstanding traditions of individualized care with contemporary, evidenced-based cardiology treatment. The foundation of the MGH Heart Center is its multidisciplinary approach to treat complex heart disease – not only to do what is best for patients, but also to keep pace with the rapid advances in cardiac medicine and surgery.

According to Michael Gillespie, MPH, executive director of Medicine and administrator for the MGH Heart Center, "The center was established because, in the cardiac environment, we needed to respond to current challenges with the best complement of programs, matching clinical care with translational research."

The center comprises nine clinical program which effectively combine the expertise of 58 cardiologists, 10 cardiac surgeons, 10 cardiac anesthesiologists and hundreds of skilled nurses to treat nearly 140,000 patients annually in both inpatient and outpatient settings. The launch event was designed to increase awareness of the center in the MGH community and to thank the many staff members for their continued efforts in providing quality cardiac care. Attendees enjoyed presentations from a spectrum of the MGH Heart Center staff and affiliates, including MGH President Peter Slavin, MD, and longtime patient Deb Heffernan.

For more information on the MGH Heart Center, visit *www.massgeneral.org/heartcenter* or call (866)-644-8910. ●

– A good reason to check PDAs

(Continued from page 1)

they also will be a component of the new MGH Transplant OnCall database and patient information system coordinated by Jay A. Fishman, MD, associate director of the MGH Transplant Center. The Transplant OnCall system provides around-the-clock access to essential patient data in the heart, lung and abdominal transplant programs at the MGH.

"The ultimate goal of these initiatives is to enhance the safety and quality of care provided at the MGH for these highly complex patients," says Fishman. "Many have worked hard to provide rapid access to the DonorNet system – James Chin and Jim Murray of Partners Information Systems; Henry Chueh, William Lester and Fareeda Osman of the LCS Development Team; Mary Lin Farrell of the Abdominal Transplant Program; Debra Doroni of the Department of Surgery; Dr. Elias and all of the MGH Transplant Center staff who have participated in the development of Transplant OnCall. We are very enthusiastic about the potential impact of these new technologies on the integration of all aspects of patient care, education and research at the MGH." ●

From left, Tanzi; Young; Jeff Morby, Cure Alzheimer's co-founder; Henry McCance, Cure Alzheimer's co-founder; and Tim Armour, chief executive officer of Cure Alzheimer's

MIND award honors those striving for a cure

On March 2, the MassGeneral Institute for Neurodegenerative Disease (MIND) honored a dedicated contributor to the fight to cure Alzheimer's disease, awarding the first annual Philanthropic Innovation and Investment Award to the Cure Alzheimer's Fund. MIND established the award to recognize donors and organizations who have made substantial commitments to visionary work that cannot be funded through other sources but has the potential to radically change scientific thinking and drug discovery for neurodegenerative disease.

The Cure Alzheimer's Fund – created two years ago by four families affected by the disease – has donated more than $2 million to the MGH's Alzheimer's research labs and has committed to raising another $4 million. Most notably, the organization is funding the Alzheimer's Genome Project, being carried out by MIND's Genetics and Aging Research Unit, which aims to identify the full set of Alzheimer's-associated genes by 2008.

"This award exemplifies how grateful we are to the Cure Alzheimer's Fund for its extraordinary commitment to the field," says Anne Young, MD, chief of MGH Neurology. "This organization has been instrumental in pushing forward the research to reach a cure." Rudy Tanzi, PhD, project leader for the genome project and director of the Genetics and Aging Research Unit, adds, "This group has been an incredible resource for the research community. Their dedication is most admirable and we are thankful to have them as collaborators."

For more information about MIND, visit *www.mghmind.org.*

March 9, 2007

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MGH**HOTLINE**

WHAT'S HAPPENING

Eldercare discussion group

The Employee Assistance Program will offer its monthly eldercare discussion group March 13, from noon to 1 pm in the Yawkey Center, Room 10650. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

Internet safety seminar

MGH Police and Security will host a free "Child and Adult Internet Safety" seminar March 21, from 1 to 2 pm in the Thier Conference Room. Matt Thomas, senior investigator for Police and Security, will discuss issues such as hacking, software piracy, identity theft and child abductions. The seminar is free. To register online in PeopleSoft, visit *ibridge.partners.org/getaccess* and use course code "PSISS." For more information, contact Thomas at *mdthomas@partners.org* or (617) 724-3838.

Menopause program

Beginning March 22, the Benson-Henry Institute for Mind Body Medicine at MGH will offer a 10-week program, "Mind Over Menopause," Thursdays from 4:30 to 7 pm. Participants will learn self-care skills to help them deal with symptoms of menopause and perimenopause. The program is covered by most insurances, and there is a $150 self-pay fee for programs and materials not billable to insurance. For more information or to register, contact Mimi Bowie at *mbowie@partners.org* or (617) 732-9754.

Retirement planning seminar

The Employee Assistance Program will offer "Life Stages in Retirement Planning" March 15, from noon to 1 pm in the Thier Conference Room. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

Daylight-saving time reminder

Daylight-saving time begins March 11. Employees should check their Outlook calendar entries for the next three weeks to confirm they are accurate. Although all Partners network desktops and servers have been patched to accommodate the time change, some events may still be off by one hour. Employees responsible for managing a public folder calendar for conference rooms must manually adjust all entries for the weeks of March 11 through April 1 and Oct. 28 through Nov. 4. Instructions are available at *helpdesk.partners.org/*. For more information, contact the Help Desk at (617) 726-5085.

Seminars in problem-based biostatistics

The MGH Clinical Research Program is offering "Seminars in Problem-Based Biostatistics for Physiologic Investigators" March 28, April 4, 11 and 25, from 3:30 to 5 pm in the Simches Center, Room 3110. Registration is required and must be received by March 26. To register, visit *hub.partners.org/catalog/crp-2005-biostats-physio* and log in with a Partners username and password. For more information, contact Lulie Ebaugh at *lebaugh@partners.org* or (617) 724-2900.

Last call for submissions for Clinical Research Day

The MGH Clinical Research Program invites investigators to submit abstracts for Clinical Research Day, which will be held May 17. Abstracts must be on clinical research and unpublished at the time of submission. Two individual awards of $1,000, one translational research award of $1,500 and one team award of $5,000 will be presented for the best clinical research abstracts. A number of departmental prizes also will be awarded. The submission deadline is March 16. To submit an abstract online, visit *crp.abstractcentral.com*. For more information, e-mail *crpedu@partners.org* or call (617) 726-3310.

Mind/body infertility workshops

The MGH Fertility Center is offering free mind/body infertility workshops March 20 and 27 and April 3 and 10, from 5:15 to 7:15 pm. The workshops are for individuals and couples dealing with infertility and will cover teaching, discussion and practice of meditation and other techniques. For more information or to register, call (617) 724-0386.

AARP employee survey

The MGH is again applying for the AARP's annual list of the 50 best employers for workers over 50. As a part of the application process, the MGH will distribute a survey to a random sample of employees age 40 years or older. The 15-minute survey will be distributed March 9 through e-mail and the deadline to complete it is March 23. Those employees without e-mail access will be sent a letter with instructions about how to take the survey at either the Employee Access Center on Clinics 117 or by using a Partners computer workstation.

Senior HealthWISE exercise class

MGH Senior HealthWISE will offer a one-hour exercise class "Get Warm, Stay Fit" March 15, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. Registration is required. The class is free for seniors age 60 years or older. For more information or to register, call (617) 724-6756.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Claflin Award helps women establish scientific careers

A review of the first nine years of the Claflin Distinguished Scholar Awards, which provide research funding to women junior faculty at the MGH, finds the program has helped recipients stay in academic research and establish the groundwork for securing future research funding. The report – from a team at the MGH Office of Women's Careers (OWC) and published in the Feb. 27 *Archives of Internal Medicine* – finds that 90 percent of recipients remained at the MGH, and more than half received academic promotions at Harvard Medical School (HMS), an accomplishment that relies heavily on research productivity.

"These findings suggest that even limited bridge funding during particularly vulnerable years of women's careers can help them stay in academic medicine and enjoy future research success," says Nancy Tarbell, MD, director of the Center for Faculty Development and the OWC and the paper's senior author. "This program was a bold initiative to support women faculty, and its success speaks volumes about the MGH's leadership in this critical issue."

The program is named in recognition of Jane Claflin, an MGH honorary trustee who led the hospital's Women in Academic Medicine Committee from 1993 to 1997 and continues as the group's co-chair.

Established in 1997, the awards provide competitive, two-year grants to women researchers who have responsibility for

(Continued on page 2)

Innovation key to Bowditch Prize

The Nathaniel Bowditch Prize is given annually to an MGHer who has made significant contributions towards increasing the quality of care at the hospital while reducing costs. At its core the award fosters a culture of creativity, innovation and collaboration at the MGH. This year, the selection committee, chaired by Surgeon-in-Chief Andrew L. Warshaw, MD, selected Lee H. Schwamm, MD, vice chairman of the MGH Department of Neurology, as the winner.

Schwann, who leads the Acute Stroke Quality Taskforce, was acknowledged for designing and developing the Partners TeleStroke Center, founded in 1997. Through the use of videoconferencing technology, the TeleStroke Center allows MGH stroke specialists to examine the brain CT scans of patients at other hospitals to help diagnose acute ischemic stroke and quickly recommend a treatment plan. This informed consultation facilitates immediate treatment with tissue plasminogen activator, a clot-busting drug that, in addition to preserving life and function if administered in a timely manner, saves the health care system an estimated $4,000 per treated patient. The program will extend nationally this year as the Partners TeleStroke Center trains Swedish Medical Center in Seattle to become the hub of its own TeleStroke network serving the Pacific Northwest.

Speakers at the March 12 ceremony included Warshaw; Peter L. Slavin, MD, MGH president; David Torchiana, MD, Massachusetts General Physicians Organization chairman and chief executive officer; and Edward Lawrence, president of the MGH Board of Trustees. Warshaw noted in his remarks that since the award is peer-nominated, it encourages appreciation and acknowledgement of excellence among colleagues. In agreement, Torchiana added, "Real innovation within an institution almost invariably comes from the front lines." Slavin acknowledged the MGH Board of Trustees, which created the prize in 2000 with support from Charles and Nancy Munger and the Alfred C. Munger Foundation. Lawrence spoke of the award's namesake, Nathaniel Bowditch, a 19th-century celestial navigator and author whose family history is deeply intertwined with the MGH – one son was an MGH surgeon and another an administrator and MGH historian – and commented that the two qualities that Bowditch and the winner of his prize share are a spirit of innovation and a deep commitment to the hospital.

From left, Warshaw, Schwamm and Davis

Schwamm, who was nominated by Jeff Davis, senior vice president of Human Resources, received $5,000 in addition to the certificate and lapel pin distributed to all nominees. Says Schwamm, "I've been at the MGH my whole career, and I can't think of a place that's more supportive of innovation and clinical care."

– Claflin Award

(*Continued from page 1*)

the care of young children and who are within seven years of their first faculty appointment. The grant was originally $30,000 per year for two years and was increased to $50,000 per year in 2006. Two awards were made during each of the first four years; the number of awards increased to four in 2001 and six in 2002.

Of the award's 40 recipients, 36 are still at the MGH, and 22 have received HMS promotions. The grants made from 1997 to 2004 cost the MGH $2.1 million, but recipients from those years still at the MGH – 32 of an original 35 – subsequently procured more than $51 million in outside research funding. In response to a survey, awardees from those early years reported numerous research publications, presentations and related honors during the following years and also described the award's direct positive impact on their career development – including improving their impression of the hospital's commitment to their careers and their own outlook on their professional prospects.

Tarbell

One of the 1999 recipients was Karen K. Miller, MD, of the MGH Neuroendocrine Unit. At the time of her award, Miller had a 2-year-old and was expecting another child. She also had recently received a National Institutes of Health (NIH) grant that would not cover the full costs of her study into the effects of testosterone on bone density and body composition in women with anorexia nervosa. Funds provided by the Claflin award allowed Miller to hire a research assistant, whose presence became even more critical when complications from Miller's second delivery kept her away from work much longer than anticipated. In the years since, she has been promoted from instructor to assistant professor and recently received her first major NIH grant as an independent investigator.

"The Claflin Award came at a time in my career when it was really critical to continue getting my work done – something that probably would not have been possible without that support – and to produce papers that have been published in high-quality journals," Miller says. "At a time when demands on me personally were particularly high, the award enabled me to emerge with my academic career potential intact."

Co-authors of the *Archives of Internal Medicine* report are lead author Reshma Jagsi, MD, DPhil, now at the University of Michigan Medical School; and Joan Butterton, MD, MGH Infectious Diseases; and Rebecca Starr, MBA, MSW, former OWC administrative director. The 2007 recipients of the Claflin Awards will be announced in the coming weeks, and a celebration of the program's 10th anniversary is being planned for June 21. For more information about the Claflin Awards program, contact the OWC at (617) 724-5229. ●

RSERT staff in action

RSERT to the rescue

Consider this scenario: In the single-digit temperatures of a January morning, a call comes into the MGH Emergency Department (ED). An industrial accident in South Boston involving radioactive materials has overwhelmed local emergency rooms, and victims are en route to the MGH for decontamination and treatment. Can MGH responders handle it?

Thankfully, this scene was only a drill, and the MGH Radiation Safety Emergency Response Team (RSERT) was up to the challenge. The excruciatingly cold temperatures meant that extra effort was required to accommodate the first responders working outdoors and their "patients" inside.

Suzanne Hickman, the drill's team leader, encountered several challenges during the drill. "We make sure that responders working outside in extreme weather are rotated in and out of their positions, but the weather really took us by surprise," she says. "We also had to deal with traffic issues, which meant there were only a handful of experienced team members ready to go when the first 'patient' arrived."

The drill served as the first hands-on experience for several new RSERT members, such as Rachel Klein, for whom the drill comprised the final part of her RSERT training. Says Klein, "It was impressive to see the different departments working so well together. Everyone was under pressure, but we were able to make rational and informed decisions."

Other factors contributed to making the Jan. 27 RSERT drill one of the most challenging drills executed at the MGH. Mock disaster victims waiting in the Vincent Burnham corridor for decontamination were plagued by frigid winds creeping in through the double doors, which had to be kept open for long periods to accommodate the heavy influx of "patients." To solve this problem, RSERT collaborated with MGH Police and Security, the Environmental Services Department and ED staff to set up an alternate waiting area for the "victims" in a warmer area of the Clinics Building.

Ultimately, out of concern for the wellbeing of the drill volunteers and responders, the exercise ended early. Despite this, RSERT co-founders Tara Meditch and Rex Woodleigh were satisfied. "This is what we train and plan for," says Woodleigh. "Conditions will never be ideal during a real disaster. Thinking on our feet and dealing with the situation at hand is the best preparation there is. RSERT was designed to bend but not break, and the tremendous effort put forth from all the team members proves that point."

At no point were regular MGH operations interrupted, and all cooperating departments were notified of the drill ahead of time. ●

Eighth annual Partners Physicians Day

A record number of physicians from across the Partners HealthCare system attended the eighth annual Partners Physicians Day Feb. 10 at the Boston Sheraton Hotel. James J. Mongan, MD, president and chief executive officer of Partners, began the day with a Partners update. He was followed by world-renowned AIDS expert Bruce D. Walker, MD, director of the Partners AIDS Research Center, who gave the keynote address, "The AIDS Crisis: Twenty-five Years and Counting." The program also included special in-depth sessions on a variety of topics, such as "Global Health in 2007: HIV, TB and the Global Response" and "New Treatment Strategies in Cancer."

For more information about Partners Physicians Day or to view videos of speakers Mongan and Walker, visit *clinicalaffairs.partners.org.* ●

March is Deep Vein Thrombosis Awareness Month

Few people know that deep vein thrombosis (DVT), a condition that refers to a blood clot in a vein of the upper or lower extremity, kills more people in the United States than AIDS and breast cancer combined. Serious complications can occur when the blood clot travels to the lungs and blocks a pulmonary artery or one of its branches, causing a pulmonary embolism (PE). Each year, nearly 300,000 Americans die from DVT-related conditions and up to 600,000 are hospitalized for its complications.

To help educate the general public and remind MGHers of the risk factors, signs and symptoms of DVT and PE, the MGH Anticoagulation Management Service (AMS) is decorating "DVT socks" during the month of March to highlight the importance of DVT awareness and risk assessment.

AMS staff display decorated DVT socks.

"Every patient admitted to the MGH must undergo a comprehensive risk assessment for DVT," says Lynn Oertel, RN, clinical nurse specialist for AMS. "Our goal is to optimize patient care for those patients who are at risk for DVT – cancer patients, surgery patients and others who are restricted to their beds or who are immobile all have a higher risk for the condition."

AMS serves patients referred by MGH physicians. Inpatients discharged from the hospital on anticoagulation therapy may be referred using the Provider Order Entry consult feature. Eligible patients include patients new to Warfarin, even those who ultimately will receive long-term maintenance care from an outside primary care physician, and all established AMS patients whose care is interrupted and require transition therapy following hospitalization.

AMS does not provide any service to patients who already have an established relationship with a Warfarin manager unless long-term care will be transferred to AMS and the patient has an MGH physician for the service with whom to collaborate.

In addition, AMS accepts referrals for long-term management from physician practices. The service has approximately 3,800 active patients in its care. To contact AMS, search "anticoag" in Microsoft Outlook or the Partners Telephone Directory. For more information about DVT, access *www.preventdvt.org.* ●

Mail Services at your fingertips

MGH Mail Services recently launched a new website for the MGH community, offering users convenient access to up-to-date information about the department's many services and resources. The new site can be found at *www.massgeneral.org/mailservices.*

Among the website's features are a list of all MGH department mail codes, instructions on how to change an MGH address, commonly used forms, links to vendor websites and access to United Parcel Service and FedEx online shipping. As a one-stop location for MGH mailing information, the website can help reduce the number of phone calls to Mail Services for routine information and requests, thereby increasing the department's ability to handle its workload – an important benefit, given that Mail Services processes more than 1,250,000 pieces of mail per month.

"Mail Services consistently looks for ways to improve the services we provide for the MGH community," says Jim Burns, supervisor for Mail Services. "This new website will allow us to do that."

For more information or to share feedback about the site, e-mail Burns at *jburns7@partners.org*

Mind/body infertility workshops

The MGH Fertility Center is offering free mind/body infertility workshops March 20 and 27 and April 3 and 10, from 5:15 to 7:15 pm. The workshops are for individuals and couples dealing with infertility and will cover teaching, discussion and practice of meditation and other techniques. For more information or to register, call (617) 724-0386.

2007 MGH College Fair

MGH Training and Workforce Development will offer the 2007 MGH College Fair March 28, from 11:30 am to 4 pm at 165 Cambridge St., Suite 200. Representatives from area colleges will be available to discuss education and careers in health care. For more information, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm* or contact Kevin Cotter at *kpcotter@partners.org* or (617) 724-3368.

Senior HealthWISE film series

The MGH Senior HealthWISE film series will host a screening of "Flags of Our Fathers" March 22, from 10:30 am to 12:30 pm in the Haber Conference Room. Light refreshments will be provided. Registration is required. For more information or to register, call (617) 724-6756.

Tax session for international employees

The Partners Office for International Staff, Scholars and Students is sponsoring a free tax information session for international employees March 23, from 1 to 4 pm in the O'Keeffe Auditorium. The session will cover federal and state tax filing requirements, proper forms to use when filing taxes and tax treaties and obligations based on visa type. For more information, e-mail Angela Tassiopoulos at *atassiopoulos@partners.org.*

Web Development Core

A new Web Development Core has been formed as a resource for researchers in the MGH and Partners communities to design and develop websites. Complete web development, photography and print publication services are available. The core specializes in biomedical research. For more information, contact Derwin Hyde at *dhyde@partners.org* or (617) 643-2081.

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Mechanisms of Malignant Progression" March 20, from 5 to 6:15 pm in the Ether Dome. Robert Weinberg, PhD, the Daniel K. Ludwig and American Cancer Society Professor for Cancer Research at the Massachusetts Institute of Technology, will present. For more information, call Julie Finn at (617) 724-1155.

Service Learning Series

The MGH Service Improvement Department will offer the next Service Learning Series, "Stage II: Planning for Change" March 21, from 9 to 10:30 am at the Holiday Inn, 5 Blossom St., Boston. Sandra St. Fleur and Cindy Sprogis, both of the Service Improvement Department, will present. For more information, contact Sprogis at *csprogis@partners.org* or (617) 726-1030.

Allied Health and Technologist Job Fair

MGH Human Resources will host an Allied Health and Technologist Job Fair March 31, from 10 am to 2 pm in the Yawkey Center, second floor. Department representatives will be available to conduct on-site interviews and share information about career opportunities. For more information about available positions, visit *www.mghcareers.org.* To register, contact Diana Aversa at *daversa@partners.org* or (617) 724-3400 with name, contact information, current job title and positions of interest.

Submit news tips and story ideas to the *MGH Hotline*

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Pamela J. Ellis Award

Nominations currently are being accepted for the 2007 Pamela J. Ellis Memorial Secretarial Award. The award was established in 1997 in memory of Pamela J. Ellis, who served as an executive secretary at the MGH from 1992 to 1996.

The $1,000 award will be given to an MGH employee who exhibits the outstanding qualities demonstrated by Ellis during her tenure at the hospital. It will be presented at the Administrative Secretarial/Clerical Support Staff Day luncheon to be held April 25. All MGH executive secretaries, secretaries, administrative assistants, front desk receptionists and operations associates are eligible. Any employee may submit a nomination.

Nomination forms are available online at *is.partners.org/hr/New_Web/mgh/Pamela_Ellis_Nomination_2007.doc* or at the following locations: Employee Access Center, Clinics 117; White 14; CNY 149, seventh floor; 75 Blossom Ct.; and the Chelsea, Charlestown, Revere and Back Bay HealthCare Centers. Completed forms can be sent to MGH Human Resources, 165 Cambridge St., Suite 760; e-mailed to *mghhrevents@partners.org* or faxed to (617) 643-0187. All nominations are due by March 28.

March 23, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting focuses on Joint Commission and budget updates

The MGH's recent Joint Commission survey and hospital finances were the major topics of a leadership meeting March 20 for managers, supervisors and department heads. MGH President Peter L. Slavin, MD, opened the meeting by providing an update on the Joint Commission accreditation survey that took place in December 2006. He explained that the MGH has been reaccredited, receiving 10 requirements for improvement (RFIs) on the final report, which the MGH received March 19.

Maryanne Spicer, director of MGH Compliance, provided an overview of the MGH's Joint Commission visit and subsequent actions. She explained that during the week of Dec. 11, the Joint Commission conducted an unannounced, five-day survey of the MGH. After this visit, the Joint Commission sent its preliminary report, which identified a number of areas for improvement. According to routine Joint Commission process, the MGH had the opportunity to respond to those areas that needed to be clarified or corrected.

Spicer explained that as part of this back-and-forth process, the Joint Commission thoroughly reviews all of the survey team's findings for technical errors and considers the points the hospital has raised. In the MGH's case, the Joint Commission agreed with most of the clarifications. An official from the Joint Commission returned to the hospital March 14 for a follow-up validation survey to confirm these clarifications. The MGH was then notified March 16 that it would be reaccredited and would receive a final report that would include 10 RFIs.

The next step in the Joint Commission process is for the MGH to file specific plans that explain how it is addressing or has addressed each of the RFIs, and the hospital is now in the process of putting together this information.

Gregg Meyer, MD, MSc, senior vice president for Quality and Patient Safety, followed Spicer by stressing that MGHers must "always be ready for the next patient" and should strive to be fully compliant with quality and safety standards and national patient safety goals at all times. He emphasized that the hospital's next unannounced Joint Commission survey will take place within 18 to 36 months from December 2006. Meyer also explained that in conjunction with the MGH's quality and safety agenda, a sample of patient charts now is being audited weekly. Beginning in April, any charts found to contain unacceptable abbreviations or lack dates or times must be corrected by the appropriate clinician.

Sally Mason Boemer, vice president of MGH Finance, discussed the MGH's financial performance to date and provided an overview of preliminary fiscal year (FY) '08 budget projections. Currently, the operating margin of $29.4 million exceeds the budget by $14.9 million. This is driven by strong volume, particularly inpatient,

(*Continued on page 2*)

You don't have to be Jewish to celebrate Purim

The celebration of Purim, a Jewish holiday commemorating a failed plot against the Jews of ancient Persia, typically involves public revelry, food and wine, a masquerade, giving to charity and noshing special cookies called *hamentashen*. On March 2, MGHers were led in a Purim service by Rabbi Benjamin Lanckton in the MGH Chapel.

Costumed MGHers took turns reading from a translation of Megillat Esther, the Old Testament scroll which recounts the story of Purim. Audience wielded noisemakers called *groggers* for use at every mention of the story's villain, Haman. Esther Israel, MD, associate unit chief of Pediatric Gastroenterology and Nutrition, was outfitted as a British constable and chanted her section in biblical Hebrew. After the ceremony, Lanckton – festively sporting a Superman outfit, complete with cape – offered the blessing over the *hamentashen*, whose triangular shape is said to represent Haman's hat or, in some versions, his ears. Deborah Washington, RN, PhDc, director of Diversity for MGH Patient Care Services, remarked as she enjoyed her cookie, "It just goes to show you, every religion's got a good guy and a bad guy."

Left to right, Israel; Kathryn Beauchamp, RN, MSW, CCRN; Rev. Angelika Zollfrank, director of Clinical Pastoral Education; Shoshana Savits, MSW; Washington; Beth Nolan, Global Health Services liaison; and Lanckton

– Leadership meeting

(Continued from page 1)

strong payment rates and royalty revenue. Expenses are running slightly over budget even though not all new programs and positions have been ramped up.

Boemer also explained that the future outlook for several key budget drivers – volume, expense management and revenue/payor rates – presents some opportunities as well as some challenges. Volume is predicted to be good for FY '08, although capacity constraints could become a factor. The revenue/payor rates outlook appears fair-to-challenged, as local payor contracts and payments from public payors could be lower than in prior years and in some cases lower than inflation. The expense management outlook also appears fair, according to Boemer, who described possible expense pressures on supplies as well as the need for competitive programs to support the MGH workforce.

Finally, Boemer shared that MGH Finance has calculated a preliminary but sizable budget gap with key assumptions including inpatient and outpatient volume growth and an increase in full-time equivalents (FTEs), benefits and inflation. She explained that a significant portion of the forecasted gap could be addressed using a detailed budget process for analyzing growth assumptions, payment rates, expenditures and inflation. "The preliminary budget gap will help to focus our attention on the reality that the rate of expense growth will need to slow down," she said. "We need to acknowledge that there are possible tradeoffs to decrease the rate of expense or FTE growth to fund other positions related to direct care and strategic priorities." Despite this challenge, Boemer emphasized the positive message that the MGH will continue to grow its budget and the size of its workforce, just not at the same pace as in prior years. ●

Some of the recent graduates

Taking their skills to the next level

The MGH has long been committed to providing employees with educational opportunities to further their career goals and dreams. A group of MGH central processing technicians from the Departments of Nursing and Sterile Processing are the most recent beneficiaries of this dedication, completing a 15-week preparation course for sterile processing and distribution certification made possible through a partnership between the MGH Operating Rooms (OR) Administration and Bunker Hill Community College (BHCC).

In order to participate in the program, each student first was required to pass a reading comprehension placement exam. MGH Training and Workforce Development provided funding for the course, which covered the cost of books, the certification exam, exam review sessions and additional fees. The hospital also provided paid release time and flexible scheduling options to help students accommodate their class schedules. After completing the course, all of the students successfully passed the Certification Board for Sterile Processing and Distribution, the national certification exam for the profession.

In addition to the increased skill levels among those who participated, there were many unexpected benefits of the program, such as improved department morale, shared learning opportunities and increased communication between managers and staff. According to Max Gomez, administrative manager of the MGH Sterile Processing Department, "Before this program, only nine of the 63 central processing technicians working in the department were certified. We are very happy to be able to add the newly certified technicians to that group. Our central processing technicians have always been professional, dedicated and knowledgeable. Now, the new graduates have the credentials to prove it."

Many MGHers from across the hospital collaborated to create this educational opportunity, including Agnes Flaherty, director of the of the Sterile Processing Unit; Carlene Krey, clinical service coordinator for the Main OR Instrument Room; Jeff Davis, senior vice president for Human Resources; Helen Witherspoon, program manager, and Carlyene Prince-Erickson, director, both of Training and Workforce Development; as well as Jayne MacPherson, BHCC course instructor. "On behalf of the Sterile Processing Department, I want to thank everyone responsible for the success of this unique program," says Gomez. "It would not have been possible without the hard work of many people." ●

Durant fellow changes lives in southeast Asia

Plong

When the Thomas S. Durant, MD, Fellowship in Refugee Medicine was established in 2001, MGH caregivers were given the opportunity to continue the legacy of its namesake – Thomas S. Durant, MD, the late MGH associate medical director and humanitarian – by bringing the MGH's world-class care to patients around the globe. One of the most recent MGHers to follow in Durant's footsteps is 2006 fellow, Chanda Plong, RN, of Bigelow 11. She recounted her experiences working in southeast Asia during a presentation given Feb. 16.

Plong's journey began in July 2006 when

The patient comes first in Occupational Health

MGH Occupational Health is a busy place – new employee pre-placement screenings, work site evaluations, fitness for duty assessments, immunizations and tuberculosis testing are just some of the services the department provides to the MGH community. As in many other MGH departments and services, simply keeping up with the hectic schedule often can present a challenge for staff. Recently, Deidre Morgan, office manager for Occupational Health, noticed certain trends among her staff that did not align with the department's efforts to consistently provide excellent customer service. Morgan took this as an opportunity to evaluate the department's approach to customer service.

With help from MGH Human Resources, she distributed two surveys – one to Occupational Health staff and the other to managers and supervisors hospitalwide. The results indicated there was room for improvement. "Although the surveys showed that the entire practice needed to make improvements, employee patients tend to interact with administrative staff before they meet a nurse," says Morgan. "Since the first impression is always a lasting one, they are the focus for the time being."

Morgan adopted a number of strategies to tackle the issue of customer service. Working with Partners Telecommunications, she developed a menu system for incoming phone calls, allowing staff to better manage their workload. She also collaborated with Brenda O'Hanley, a customer service training specialist, who created a series of customized classes for the department. To motivate staff to continuously practice the skills they learned in these sessions, Morgan created a game that required staff to anonymously monitor one another's customer service skills over the course of four weeks. The winner, Edmis Contreras, recently received a $30 gift certificate to the restaurant or store of her choice.

"I think that this is a work in progress," says Morgan. "It's a lesson that we can't take our patients for granted. There also has been a huge improvement in the sense of teamwork among the staff, and there's a sense of accomplishment when they now routinely receive compliments from patients based on their level of care and attention."

Morgan, left, works with Ann Zaia, NP, while Contreras and Omayra Balestier serve patients at the front desk.

Occupational Health's success comes as the entire MGH community renews its commitment to providing top-quality customer service. The MGH Service Improvement Department is leading a number of initiatives, including the Service Learning Series, to equip MGHers with the tools they need to assist in these efforts.

For more information about Occupational Health, visit *is.partners.org/hr/New_Web/mgh/mgh_employee_occhealth.htm.* For more information about Service Improvement, contact Mary Cunningham, director of the department, at *mccunningham@partners.org*. To contact O'Hanley for more information about customer service training, e-mail *bohanley@partners.org*. ●

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she boarded the *USNS Mercy*, a U.S. Navy hospital ship, to participate in a three-month mission with the humanitarian organization Project HOPE. Making stops in Bangladesh, East Timor and Indonesia, the ship served as a "hospital on a boat" where patients could receive basic medical attention and care otherwise not available. The patients' needs were unpredictable, and providing them with proper care was only one of the challenges – limited medical supplies, typhoons, civil war and culture shock were also some of the obstacles Plong and her colleagues tackled. Still, caring for patients like 7-year-old Shirina, a Bangladeshi girl suffering from a cleft palate, made it worth the effort, according to Plong.

"Shirina was scared and excited about her surgery at the same time," says Plong. "Afterward, she immediately wanted a mirror to see her new face even though she was drugged and in pain. You could see in her eyes how happy she was."

In Sept. 2006, Plong began the second phase of her fellowship as a nursing coordinator in the pulmonary ward of the Khmer Soviet Friendship Hospital (KSFH) in Phnom Penh, Cambodia. This assignment held a special place in Plong's heart – in the early 1980s, her family fled to the United States from a Cambodian refugee camp where Plong herself had been born. At the KSFH, Plong cared for patients afflicted with tuberculosis and HIV who were struggling within a corrupt medical system that forced poor patients to pay for their own medical supplies. She also created new procedures to help the hospital run more efficiently, and served as a role model for other nurses. "The nurses there are used to not having supplies, so they often wouldn't even try to find them," says Plong. "It was difficult to change the mentality that nursing isn't just a job, but a privilege."

Plong maintained a blog during her trip, available at *chanda-durantfellowship.blogspot.com.* For more information about the Durant Fellowship, visit *www.durantfellowship.org.* ●

WHAT'S HAPPENING

IHP clinical investigation program

The MGH Institute of Health Professions (IHP) is accepting applications for its graduate program in Clinical Investigation. Students can earn a master of science degree or a certificate of advanced study. Courses include Designing Clinical Research Statistics for Clinical Research and Law and Health Policy Governing Clinical Investigation. The deadline to apply is April 15. For more information or to apply, visit *ci.mghihp.edu* or call (617) 724-6362.

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Optical and MR Molecular Imaging Approaches" March 27, from 5 to 6:15 pm in the Ether Dome. Umar Mahmood, MD, PhD, of the MGH Center for Molecular Imaging Research, will present. For more information, call Julie Finn at (617) 724-1155.

Senior HealthWISE events

The MGH Senior HealthWISE film series will offer a screening of "Casino Royale" March 27, from 1 to 3:30 pm in the Haber Conference Room. Senior HealthWISE also will offer hypertension screenings and blood pressure checks at the West End Library, 151 Cambridge St., Boston. Both events are free for seniors age 60 years or older. Registration is required for the film screening. For more information or to register, call (617) 724-6756.

CFD noontime learning series

The MGH Center for Faculty Development's (CFD) noontime learning series will offer "What is Your Retirement Number?" April 4, from noon to 1:30 pm in the Yawkey Center, Room 10660. Guest speakers Debbie Levenson, CFP, MBA, and Daniel Traub, MBA, both of Braver Wealth Management, will discuss how to estimate retirement goals, ways to increase the chances of reaching those goals and tools to monitor progress. For more information or to register, e-mail *cfd@partners.org* or call (617) 724-0818.

Issues in International Research

The MGH Clinical Research Program and the Partners Human Research Committee are co-sponsoring "Issues in International Research" April 5, from 4 to 5 pm in the Simches Center, Room 3110. Elizabeth Hohmann, MD, director of the Partners Institutional Review Board (IRB), will discuss issues related to IRB review of research in other countries. The lecture qualifies for physician AMA Category 1 credit and 1.2 contact hours of nursing continuing education credit. To register, visit *hub.partners.org/catalog/crp-irb-internationalclinicaltrials.* For more information, contact Lulie Ebaugh at *lebaugh@partners.org* or (617) 724-2900.

IN GENERAL

Bradley Bernstein, MD, PhD, of the MGH Department of Pathology, has received the Charles E. Culpepper Scholarship in Medical Science. The scholarship is one of three awarded this year by Partnership for Cures, a charity dedicated to accelerating the discovery of cures for life-threatening diseases.

The Massachusetts Association of Alcoholism and Drug Abuse Counselors has named **Maureen McGlame, MEd,** senior clinician for the MGH Addiction Service, 2006 Counselor of the Year. McGlame was honored for her work in the field of alcohol abuse and other drug disorders and as founder of the nonprofit organization Children of Alcoholism and Substance Abuse, which is dedicated to building positive lives for children and parents affected by substance abuse.

David Altshuler, MD, PhD, MGH Molecular Biology, was named one of six recipients of the Doris Duke Distinguished Clinical Scientist Awards by the The Doris Duke Charitable Foundation. Each recipient is awarded $1.5 million over five to seven years to support the translation of the latest scientific advances into clinical applications that will improve human health. **Bruce D. Walker, MD,** director of the Partners AIDS Research Center and a 1999 recipient of a Distinguished Clinical Scientist Award, will receive a continuation grant of up to $200,000 to support exceptional mentoring or research projects.

MGH Nutrition and Food Services was selected as a 2006 Healthcare All-Star by *Foodservice Equipment and Supplies* magazine for management of the MGH's large foodservice program and its high-quality facilities such as the Eat Street Café.

Nathaniel Evans, MD, a senior resident in the MGH Department of Surgery, has been selected to participate in the second annual Society of Black Academic Surgeons (SBAS) Leadership Institute to be held April 14 in Chicago. The one-day forum is designed to focus on leadership development, mentorship and developing critical skills for academic surgeons. The SBAS aims to stimulate, mentor and inspire young African-American surgeons to pursue careers in academic medicine.

The Professional and Scholarly Publishing Division of the Association of American Publishers awarded **Jeremy Schmahmann, MD,** of the MGH Department of Neurology, and co-author **Deepak Pandya, MD,** of Boston University, the 2006 Medical Science Award for their book *Fiber Pathways of the Brain.* Winners were selected on the basis of their unique contributions to scholarly publishing by a 12-member panel of librarians, academics and publishers.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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March 30, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Mentoring minority students

Late last year, the MGH Multicultural Affairs Office (MAO) added an exciting venture to its lengthy list of initiatives — the Underrepresented in Medicine Medical Student Mentorship Program (URM MSMP) for minority students at Harvard Medical School (HMS). The program aims to provide professional and social guidance and support to these students during the early stages of their careers at HMS and is jointly sponsored by the MAO and the HMS Office of Recruitment and Multicultural Affairs. Celina Garza Mankey, MD, is the director.

The roots of the new program lie in the HMS Black Health Organization Mentorship Program and the MGH Hispanic Medical Student Mentorship Program (HMSMP) founded by Ernesto Gonzalez, MD, of MGH Dermatology, which joined together to form the URM MSMP. During its first few months, more than 70 HMS students and faculty members from HMS-affiliated hospitals have been matched into mentorship pairs. Throughout the year, students also are invited to participate in a group mentorship series, which covers topics such as finding a research interest, choosing a specialty and creating a network of professional colleagues.

Many MGHers are already familiar with the benefits of a mentorship program such as the URM MSMP. Maria

(*Continued on page 2*)

From left, James Hunt, president and CEO of the Massachusetts League of Community Health Centers; Patrick; Travaligni; Anne Finucane, Northeast president of Bank of America; Bigby; Mongan; and Jack Connors, chair of the Partners Board of Trustees.

Major grant boosts community health care

On March 9, Partners HealthCare, the Massachusetts League of Community Health Centers and city and state officials gathered to celebrate a $5 million Bank of America grant to improve access to quality health care for the state's low- and moderate-income individuals and families. Among those present at the MGH affiliate North End Community Health Center (NECHC) were Partners HealthCare President and Chief Executive Officer James J. Mongan, MD; Massachusetts Gov. Deval Patrick; former Massachusetts Senate President Robert Travaligni; and Massachusetts Secretary of Health and Human Services JudyAnn Bigby, MD. Most of the funds will go toward repaying the medical school loans of primary care physicians (PCPs) who have agreed to practice in community health centers, and $500,000 will be set aside for the MGH and BWH to explore ways to increase the number of medical students choosing to become PCPs.

The grant comes at a crucial time. As the state's health reform law is implemented, more low- and moderate-income residents will become insured and have access to primary and preventive care. At the same time, the state is facing a critical shortage of PCPs. The number of PCPs has dwindled in recent years as fewer medical students enter internal medicine in favor of specialty practice. This shortage is most sharply felt by community health centers, which are expected to play an even more important role under the reform and often lack the financial resources to recruit and retain PCPs. It is hoped that the loan-repayment program will aid the NECHC and the 23 other Massachusetts health centers benefiting from the grant.

Mongan praised the grant, noting that the lack of PCPs "makes access to preventive care, which keeps healthy people out of the hospital, more difficult and puts the promise of universal health care at risk."

Said Patrick, "With the passage of the state's landmark health reform legislation, hundreds of thousands of people will have insurance for the first time. But health care coverage without access is meaningless. Bank of America has taken a bold step in helping the state meet this challenge, and I commend the bank's commitment to ensuring that patients have access to primary care."

It is estimated the grant will help attract more than 50 new doctors to primary care in Massachusetts and will create access for 65,000 new patients, or roughly one million new patient visits, over the next five years. The funds also will be used to create programs to train PCPs.

In acknowledging the benefits of the grant, Jim Luisi, director of the NECHC and past president of the Massachusetts League of Community Health Centers, recognized the governor and secretary, who have pledged to match the Bank of America gift with state funds so that all Massachusetts health centers have access to the loan-repayment program. ●

– Mentorship

(*Continued from page 1*)

Alexander-Bridges, MD, PhD, of the MGH Diabetes Research Labs, has served as a mentor to HMS student José O. Aleman for the past three years through the HMSMP. "Early in my career, I had many conversations that pinpointed the importance of mentoring relationships in keeping highly valued but underrepresented minority faculty members at HMS and its affiliated hospitals," she says. "I thought the idea of instituting a formal program that links the physician/researcher with a student early in their careers was an excellent idea, and I was very proud to be asked to serve as a mentor." Aleman agrees. "In my initial meeting with Maria, I was struck by the foresight of the program organizers in this mentoring assignment," he says. "She had already traveled the path from student to a professorship at HMS and could act as a guide through these early stages of my career."

To apply to the URM MSMP as a mentor or mentee, visit *www.mgh.harvard.edu/mao/urmmsmp.html*. For more information, e-mail Mankey at *cgarza@partners.org*. ●

From left: Hendren, Donahoe and Vacanti

Honoring a MassGeneral Hospital for Children legend

Revolutionary and world-famous surgeon William Hardy Hendren III, MD, the MGH's former chief of Pediatric Surgery, was honored March 8 with the dedication of the W. Hardy Hendren III, MD, Conference Room, located on the eleventh floor of the Warren Building. At the reception, guests joined speakers David F. Torchiana, MD, chair and chief executive officer of the Massachusetts General Physicians Organization; Joseph P. Vacanti, MD, chief of Pediatric Surgery; Patricia K. Donahoe, MD, former chief of Pediatric Surgery; and Andrew L. Warshaw, MD, MGH surgeon-in-chief.

Hendren came to the MGH in 1950 as a medical student and completed his surgery training under Edward D. Churchill, MD, former MGH chief of Surgery. He was appointed the MGH's inaugural chief of Pediatric Surgery in 1960 and forged numerous groundbreaking surgical advances at the MGH until 1982. Today, Hendren remains on staff at the MassGeneral Hospital *for* Children (MGH*f*C) as an honorary surgeon.

Torchiana, Warshaw and Donahoe each gave personal remarks about Hendren's perseverance and dedication to his patients. Vacanti thanked Hendren for his pioneering work with the MGH*f*C's Surgery Department and announced that the first book to be shelved in the new conference room will be *The Work of Human Hands* by G. Wayne Miller, which focuses on Hendren and the life-saving procedures he devised during his career.

The Hendren Conference Room is a contemporary meeting space equipped with teleconferencing capabilities for staff members of Pediatric Surgery and the MGH*f*C. Hendren thanked his guests for the honor, saying that he regarded the MGH as home. He added that he felt honored to have had the privilege to work with many special individuals and create numerous lasting friendships during his career at the MGH*f*C. ●

Collins

Collins to join Community Benefit Program

Jeffrey P. Collins, MD, medical director of the MGH Chelsea Urgent Care Center, has been appointed to the newly created position of medical director for the MGH Community Benefit Program (CBP). In this role, Collins will work closely with clinical leaders to develop community-oriented priorities for each service. Working with Joan Quinlan, MPA, director of the CBP, Collins also will serve as an ambassador and liaison to the MGH medical community.

"The MGH Community Benefit Program has a remarkable 12-year history of working with local communities, the hospital and the Boston Public Schools to improve the health and well-being of the communities it serves through a variety of innovative programs," says Collins. "I look forward to working closely with the MGH medical community to continue this mission."

March 30, 2007

MGH HOTLINE

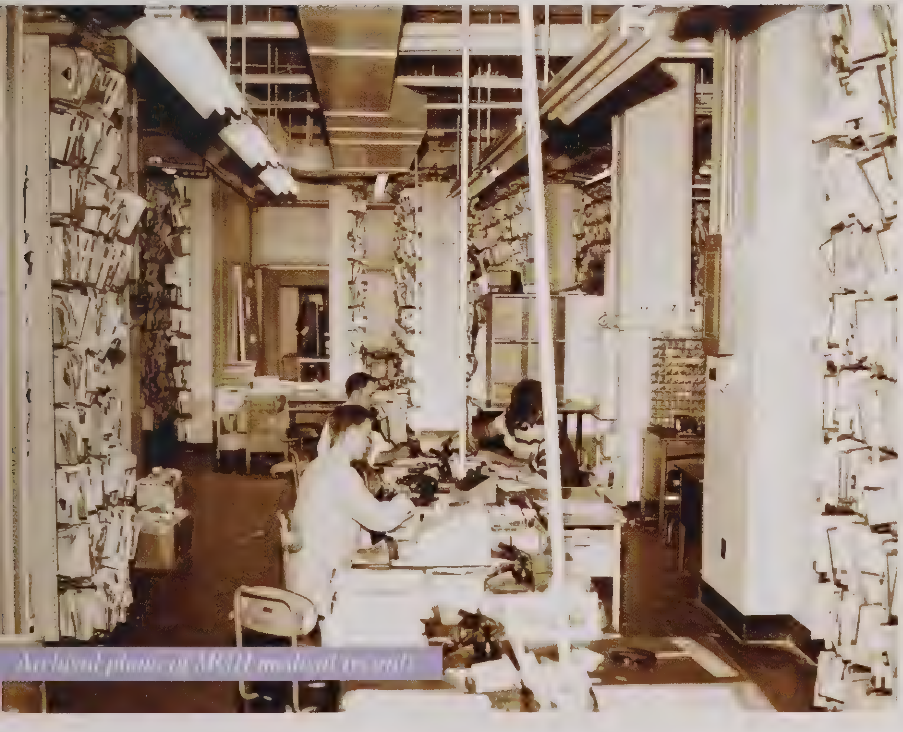
Migrating north: New home for medical records

A day in the life of an MGH medical record may involve passing through many hands and locations throughout the hospital – receptionists, clinicians, coders and researchers – and even includes some off-campus travel with members of MGH Transport. Medical records housed on the MGH campus with Health Information Services (HIS) recently were moved from the Clinics Basement to the eighth floor of the Founders Building, in an 8,000-square-foot refurbished space to accommodate medical staff, patients, researchers and other staff who use the department's services. The department will continue to provide access and services to paper medical records including: the Physicians Incomplete Area, Walk-In Release of Information for MGH patients, the Privacy Office, Discharge Analysis and Processing, Coding, Transcription Services, the Record Control Center and the Research Reading Room.

HIS has maintained MGH medical records in the Clinics Basement since 1929. In the late 1970s, as patient volume grew, there was a need to move older active files off campus. Today, approximately two million active MGH medical records are maintained at the second HIS location, located at 121 Innerbelt Rd. in Somerville. Records older than five years are stored at another off-site location in Peabody.

"We began planning for the move to Founders 8 about two years ago," says Deborah Adair, director of HIS. "HIS Manager Claudia Sayer assumed responsibility for managing this project and has done an amazing job. Each day, approximately 700 records move back and forth between the main campus and Somerville, and close to 3,000 records will be managed in and out of the Founders Building. Ensuring that all services remain streamlined and accessible is a priority for our patients and clinicians and is crucial to the bottom line. Any holdup in the coding of medical records could result in delayed discharge billing."

While the MGH is currently migrating to the electronic health record format, approximately 35 to 40 percent of records, mostly inpatient, remain in paper format. HIS will continue to gradually shift toward the management and support of electronic health data and health records. ●



Archival photo of MGH medical records

Stage II – Planning for Change

The Service Learning Series hosted the second installment in its Engaging Your Service Culture Forum series, "Stage II – Planning for Change," March 21. The forum, presented by Cindy Sprogis and Sandra St. Fleur of the Service Improvement Department, offered managers, supervisors and department heads practical methods and tools to inspire staff to work together to enhance the experience of care at the MGH. One of the key points they stressed was that "leaders" think and act differently from "managers" in that leaders "empower people to work together to achieve a shared goal," while managers "strive for measurable results." According to Sprogis and St. Fleur, understanding this concept is important to effectively promote and implement a service culture change in a department.

The women also stressed the importance of MGH leaders fostering a safe environment that encourages employee participation, collaboration and consideration of the "big picture" in relation to a department's service goals. They explained that planning for a change effort is a three-part process: developing an assessment of the current state, creating a vision of where the department wants to be and devising a strategic pathway to arrive. Sprogis and St. Fleur explained each point with examples and engaged guests in an interactive and informative forum.

The MGH Service Improvement Department offers comprehensive booklets known as "toolkits," describing these and other helpful service improvement methods available to all managers. The next Service Learning Series will be held April 25, from 8 to 10:30 am at the Holiday Inn Select at 5 Blossom St. For more information about the series or to obtain a toolkit, contact Sprogis at [illegible] or (617) 726-1030.

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MGH HOTLINE

What's Happening

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Molecular Targeting Combined with Radiation" April 3, from 5 to 6:15 pm in the Ether Dome. Michael Baumann, MD, director of the University Cancer Center Dresden, will present. For more information, call Julie Finn at (617) 724-1155.

Wellman Center lecture series

The MGH Wellman Center for Photomedicine lecture series will offer "Microfabrication of Tissue Engineering Scaffolds by Multiphoton Excited Crosslinking" April 3, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Paul J. Campagnola, PhD, of the Center for Cell Analysis and Modeling at the University of Connecticut Health Center, will present. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

Health information privacy and security information tables

As part of National Health Information Privacy and Security Week, the MGH Privacy Office, MGH Information Security and MGH Police and Security will co-host information tables April 9 through 13 in the Main Corridor. The tables will be available from 7 to 10 am April 9 and 13, and from 10 am to 2 pm April 10, 11 and 12. For more information, contact Christine Griffin at *cgriffin7@partners.org* or Janet Saunders at *jesaunders@partners.org*.

HIV research presentation

The MGH Infectious Disease Unit will host "HIV Research: What We Have Learned and How Everyone Can Get Involved" April 4, from 5 to 7 pm in the Cox 5 waiting room. Speakers will include Marcus Altfeld, MD, PhD; Nesli Basgoz, MD; Rajesh Gandhi, MD; Dan Kuritzkes, MD; and Bruce Walker, MD. For more information, contact Terri Flynn, RN, or Sue Bazner at (617) 726-3819.

Sexual Assault Awareness Month information table

In recognition of Sexual Assault Awareness Month, the MGH Employee Assistance Program, the Emergency Department Sexual Assault Program and Police and Security will host an information table April 5, from 11 am to 1 pm in the Main Corridor. For more information, contact Matt Thomas at *mdthomas@partners.org* or (617) 724-3838.

Senior HealthWISE events

MGH Senior HealthWISE will offer hypertension screenings and blood pressure checks April 2, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., Boston. They will also offer a screening of "The Departed" April 9, from 1 to 3 pm in the Haber Conference Room. Both events are free and registration is required for the film series. For more information or to register, call (617) 724-6756.

Computer training

Partners Training and Workforce Development has released the spring 2007 schedule for Microsoft 2003 computer workshops. For a complete schedule, course descriptions or to register, visit *is.partners.org/training* and click Microsoft Office Classes and then the MGH or Microsoft 2003 logo. Schedules and information also are available by calling (617) 724-1229. Registration forms may be faxed to (617) 724-1402.

Identity theft and domestic violence seminars

MGH Police and Security and Outside Services will host "Workplace and Domestic Violence Prevention" and "Prevention of Identity Theft" seminars April 2, from 9 am to noon in the Thier Conference Room. Registration is required. For more information or to register, contact Shelly Riley at *mriley4@partners.org* or (617) 726-8363.

Submit news tips and story ideas to the *MGH Hotline*

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Therese O'Neill, assistant editor, at (617) 724-2753;
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In memoriam: Ada Plumer, RN

Ada Plumer, RN, a former MGH intravenous (IV) therapy nurse and co-founder of the National Intravenous Therapy Association, now the Infusion Nurses Society, died March 18.

Plumer received her nursing degree from the MGH, where she had a 40-year career. The MGH was the first hospital to allow a nurse to administer IV therapies, and Plumer was the first IV nurse at the hospital. She also developed the MGH's first IV team.

Pulmer authored *Principles and Practice of Intravenous Therapy,* widely considered by many to be the authoritative work in the field. Currently in its seventh edition, the text is still used in the teaching of infusion nursing in the United States and around the world. In 1973, she and Marguerite Knight, RN, of Johns Hopkins Hospital, established the National Intravenous Therapy Association to recognize the implications of IV therapy for the patient and the need for continuing education and the exchange of professional information.

April 6, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Massachusetts' first three-way kidney swap takes place at the MGH

"**It's like I have** a new extended family," says Good Samaritan organ donor Lisa Dubois. On Feb. 27, the mother of four donated her kidney to a stranger, setting off a domino effect that involved two incompatible donor-recipient pairs and a patient on the national kidney waiting list.

Dubois helped patient Ryan Clifford, who needed a kidney but was not a match with his mother, Collette Clifford. Collette was able to help her son by donating her kidney to another stranger, Renee Ravenelle. Renee's brother, Robert, was incompatible with his sibling, but he was able to donate a kidney to wait-listed patient Christopher Santamaria.

The start of Organ Donation Awareness Month in April draws attention to this historic exchange that took place partly at the MGH. The successful three-way kidney swap is a first in New England.

Made possible in part by doctors, nurses and coordinators at the MGH, as well as staff of the New England Organ Bank (NEOB) and its New England Program for Kidney Exchange (NEPKE), the simultaneous transplant operations maximized the number of people helped through the gift of organ donation.

"The success of this exchange is a testament to the importance of organ donation," says Nina Tolkoff-Rubin, MD, medical director of the MGH Renal Transplantation Program. "Careful planning by the NEOB and NEPKE allowed three patients to go home with new, healthy kidneys. Otherwise, the patients could have remained on dialysis for years waiting for a kidney."

The donors and recipients of this exchange met for the first time March 21 during a media event at the NEOB. Santamaria and Robert Ravenelle joked that they had met once before in the MGH halls, when they both had been up and walking hours after the procedure, not knowing their intimate connection through this exchange.

They were among the four patients who had undergone surgery at the MGH by a team led by Dicken Ko, MD, surgical director of the MGH Renal Transplantation Program. "We're very pleased with the success of these transplants, which were the result of a tremendous team effort," says Ko. "Hopefully other potential donors will know that there are many options to donate even when they are not compatible with their intended recipients." The other donor-recipient pair received care at Beth Israel Deaconess Medical Center.

"It takes a village to make this happen, and the teamwork involved starts with the donors," says Tolkoff-Rubin. Other members of the MGH care team who were involved include Waichi Wong, MD, of MGH Renal Associates; Jayne Galley-Reilley, RN, renal transplant coordinator; and Nahel Elias, MD; Tatsuo Kawai, MD; and Martin Hertl, MD, all of Transplant Surgery.

For more information about the MGH Renal Transplantation Program, contact Galley-Reilley at *jgalleyreilley@partners.org.* ●

From left, Renee Ravenelle; Dubois; Ryan Clifford; Collette Clifford; Tolkoff-Rubin; Robert Ravenelle; Santamaria; Galley-Reilley; Wong; Ko; Allison Siebert of Transplant Surgery; and Elias

Bringing hope and healing to Guatemala

Robel treats a young child.

In the Central American country of Guatemala, the health care needs of the people are profound. Many Guatemalans lack access to even basic health care services, and they often suffer from diseases and other problems that are easily prevented and treated in the United States. Mark Robel, NP, nurse practitioner for the Coordinated Care Clinic at the MassGeneral Hospital *for* Children, is one MGHer who has experienced these heartbreaking conditions firsthand. This past February, he traveled to Central America on a medical mission to bring hope and healing to Guatemala.

Robel first became acquainted with the country in June 2005, when he participated in a two-week humanitarian mission in the small lakeside village of San Lucas Toliman. Working with a group of nursing students from the Simmons School for Health Studies in Boston, Robel visited local families in their homes to screen them for tuberculosis (TB), cared for patients at a free health clinic and educated residents about basic health care issues. The experience inspired him to do more.

Robel in Guatemala

When Robel returned to San Lucas Toliman in February, he was joined by Rosemary Byrne, FNP, of Atreva Healthcare, who had organized the first trip. Says Robel, "Health care is virtually nonexistent in Guatemala, so we were ready to do whatever was needed in the community – plant trees, harvest coffee or work in the health clinic in the village." The volunteers were assigned to a local village that was home to the survivors of a devastating mudslide that had killed more than 60 people, where their main project was to complete a TB survey that had begun more than a year earlier. During these home visits, Robel and Byrne also were able to assess the general health of the children and provide medication and treatment for other conditions. On the last day of the trip, they participated in a fluoride program for elementary schoolchildren, in which they treated students' teeth with liquid fluoride to prevent cavities.

Robel is thankful for his experiences in Guatemala, which he believes have made him a better caregiver. "The warmth and kindness these people showed us was profound," he says. "Families that had nothing were willing to share their homes with us. More importantly, they allowed us to help their children heal. My experience there has helped shape me into the type of practitioner I want to be – kind, compassionate and always willing to hear what may not be said." ●

From left, Grabauskas, Elrick, Mongan, Massachusetts Secretary of Transportation Bernard Cohen, FTA Administrator James Simpson, Menino, Cambridge Mayor Kenneth Reeves and Massachusetts Sen. Robert Havern

Hope Lodge a home for cancer patients

The groundbreaking for the Boston Hope Lodge

Cancer patients from across the globe have long journeyed to Boston – home to some of the world's finest cancer programs – for high-quality care, but securing convenient and affordable temporary housing for the duration of treatment has often proved difficult.

The American Cancer Society will soon ease the stress of this search when it opens the AstraZeneca Hope Lodge, a cost-free home away from home for cancer patients and their families traveling to Boston for treatment. On March 21, Peter L. Slavin, MD, president of the MGH, joined officials from the ACS, BWH, Dana-Farber Cancer Institute, AstraZeneca Pharmaceuticals and other organizations to celebrate the groundbreaking of the newest Hope Lodge.

Slated for completion in the spring of 2008, the Hope Lodge will be housed in the former Vincent Memorial Hospital building located at 125 South Huntington Ave. The spacious, 50,000-square-foot facility will be able to accommodate more than 1,500 cancer patients and their families each year and will increase patient lodging capacity in the city by nearly 70 percent. Some of the amenities for guests include private suites, full kitchen facilities and transportation to nearby treatment facilities.

"The Hope Lodge will provide a much-needed temporary home for thousands of outpatient cancer patients and their families for years to come," says Slavin. "I am proud that the MGH provided some of the financial resources necessary to make the Hope Lodge a reality." ●

The MGH, city recognize Charles/MGH revitalization

Fifteen thousand people – approximately 5,500 of them MGHers – pass through the Charles/MGH T stop each day. Over the past four years, these commuters have witnessed the station's complete overhaul, from 1930s relic to ultramodern gateway to the city of Boston.

Officials from the MGH, Partners HealthCare, the Massachusetts Bay Transportation Authority (MBTA), the cities of Boston and Cambridge and the Federal Transit Authority gathered at the station March 27 to celebrate its modernization and the MGH's involvement in the project. Approximately 80 people were on hand to hear speeches from Partners HealthCare President and Chief Executive Officer James J. Mongan, MD; Senior Vice President for MGH Administration Jean Elrick, MD; Boston Mayor Thomas M. Menino; MBTA Chief Daniel Grabauskas; and others.

In 2002, the MGH, then under the leadership of Mongan, contributed $2.5 million to the $38 million project, and over the course of the construction, Elrick and Tom Glynn, chief operating officer of Partners HealthCare, engaged the city and local communities in ongoing dialogue to coordinate the work safely and efficiently.

"We were very pleased to have been able to contribute to the redesign and renovation of the Charles/MGH Station, which serves thousands of MGH patients, employees and neighborhood residents on a daily basis," said Mongan, who arrived at the event via the MBTA Red Line. He recollected how, while a commuter to the MGH from Cambridge in 1996, he recognized the station's dilapidation as an obstacle for patients and employees alike and expressed great satisfaction in the new station's ease of access.

Elrick agreed, saying, "People's lives are easier and better thanks to this new station. It is a wonderful improvement for MGH patients and staff."

Among the new station's features are two elevators, two escalators, wider staircases, electronic message boards, new overhead speakers, emergency call boxes and eight surveillance cameras on the platforms and in the lobby. Menino thanked the MGH and MBTA for this contribution to the city, noting with pride that the new station "will help make Boston a better city for people with disabilities."

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MGH HOTLINE

WHAT'S HAPPENING

MGH Revere Community Health Day

The MGH Revere HealthCare Center will host the seventh annual Community Health Day April 10, from noon to 2 pm. The educational event will provide health care professionals with the opportunity to network with colleagues. The keynote address will be given by James O'Connell, MD, president of Boston Healthcare for the Homeless. An award will be presented to an individual who has made a positive difference in the Revere community. For more information or to register, call Bernice MacIntyre at (781) 485-6062.

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Prospects for Stem Cell Based Medicine" April 10, from 5 to 6:15 pm in the Ether Dome. David Scadden, MD, director of the MGH Center for Regenerative Medicine, will present. For more information, call Julie Finn at (617) 724-1155.

Senior HealthWISE hypertension screenings

MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks April 16, from 1:30 to 2:30 pm at the West End Civic Association Community Room at One Emerson Place. For more information, call (617) 724-6756.

Administrative/Secretarial Support Staff Day luncheon

All MGH administrative, secretarial and clerical support staff are invited to attend the Administrative/Secretarial Support Staff Day luncheon and the presentation of the Pamela J. Ellis Memorial Secretarial Award April 25, from 11:30 am to 1 pm in the Bulfinch Tents. The luncheon is open only to MGH employees in administrative, secretarial, clerical and office support roles.

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IN GENERAL

This month, the American Society of Breast Disease will honor **Daniel Kopans, MD,** founder of the MGH Breast Imaging Division in the Department of Radiology, with a 2007 Pathfinder Award in Breast Imaging. The awards recognize innovators who have combined clinical practice and research to advance the fight against breast disease and cancer.

David J. Roberts, MD, an MGH staff cardiologist and chief of Cardiology at North Shore Medical Center (NSMC), has been named Clinician of the Year by the Essex South Medical Society. The award is given to a physician who has made a significant contribution to the care and well-being of patients and who also has earned the respect of his or her peers. Roberts helped lead the effort to open the NSMC Heart Center, a collaborative effort between NSMC and the MGH.

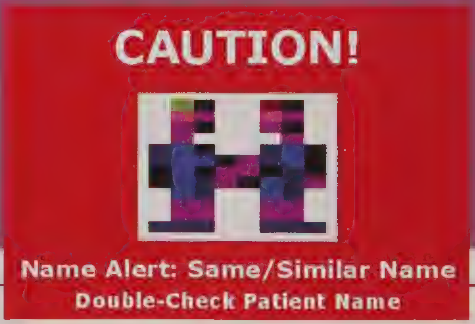
On March 27, **Rudy Tanzi, PhD,** director of the MGH Genetics and Aging Research Unit, received the 2007 Ronald and Nancy Reagan Research Institute Award from the Alzheimer's Association at a gala event in Washington, D.C. Tanzi currently is leading the Alzheimer's Genome Project, which aims to identify the full set of Alzheimer's-associated genes by 2008.

Same/Similar Name signs

To ensure consistent delivery of high-quality care to patients with similar or identical names, new same/similar name signage will be available for all MGH inpatient units beginning April 9. These signs are part of the same/similar name policy that has been incorporated into the Identity Verification policy in the MGH Clinical Policy and Procedure Manual.

When there is more than one patient with the same or similar last name on a unit, signage will be posted inside the patient's room, on the spine of the patient's chart, on the green medication book and on the addressograph. There also will be a magnet on the white board next to the patient's name to signal that another patient on the unit has the same or similar name. Clinicians should double-check that they have the correct patient whenever this signage is posted next to a patient's name or medical record.

For more information, contact Katie Farraher of the Office of Quality and Safety at (617) 726-4709.



April 13, 2007

MGHHOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers run for a cure on Marathon Monday

After many months of dedicated training, 30 MGHers will lace up their sneakers and pound the pavement April 16 in the 111th Boston Marathon. These devoted athletes will earn more than bragging rights when they finish – they are among the 120 members of the MGH marathon team called "Fighting Kids' Cancer … One Step at a Time," and are running to raise money for pediatric cancer programs and research at the MassGeneral Hospital *for* Children (MGH*f*C).

Howard Weinstein, MD,chief of the MGH*f*C Pediatric Hematology-Oncology Unit, started the team in 1998 after one of his young patients died from a highly aggressive sarcoma. While helping find a cure for children's cancers is one motivation for the runners, they also have an even more immediate inspiration – more than 50 team members will run in honor of a child currently undergoing treatment at the MGH*f*C.

This year's fundraising goal is $1 million. In the past 10 years, the team has raised more than $4 million for the MGH*f*C. ●

Marathon champion gives gift of gratitude

When three-time Boston marathon champion and world-class distance runner Fatuma Roba and her husband, Abiy, chose to deliver their first child at the MGH, their decision may have helped to save their newborn's life. Born with pulmonary hypertension of a newborn, a serious and often fatal condition in which blood flow bypasses the newborn's lungs, the Robas' baby boy, Fraul, experienced extreme oxygen deprivation immediately upon delivery.

A team of dedicated MassGeneral Hospital *for* Children (MGH*f*C) staff members quickly diagnosed the problem and transferred Fraul to the Neonatal Intensive Care Unit (NICU) for

(Continued on page 2)

The delights of spring

In celebration of the coming of spring, close to 20 young patients and their families enjoyed the MassGeneral Hospital *for* Children's (MGH*f*C) annual Spring Egg Hunt April 15 in the Howard Ulfelder, MD, Healing Garden, located on the eighth floor of the Yawkey Center for Outpatient Care. The children – who are receiving treatment in the Pediatric Hematology-Oncology Unit, the Francis H. Burr Proton Therapy Center and Spaulding Rehabilitation Center – roamed the garden in search of small plastic eggs containing springtime trinkets and treats. A costumed Spring Bunny was on hand, giving hugs and high-fives and posing for photos. After all the eggs had been collected, the party moved indoors, where cake and refreshments were served.

The children's parents enjoyed the festivities as well. Bettina Handberg, whose family had come from Denmark for her son's treatment at the MGH*f*C, remarked, "The hospital has been fantastic. They do so many good things – events like the Egg Hunt make a very big difference."

Pediatric patient Gabby Cunningham, right, with her sister Elly and the Spring Bunny

ADVANCES

The MGH studies heart attacks

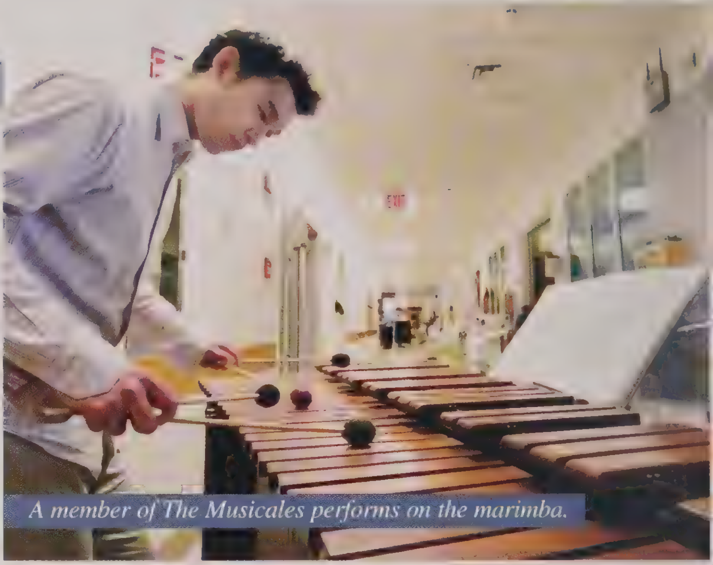
Coronary heart disease, America's number one killer, is responsible for one out of every five deaths in the country each year. In 2006 alone, more than 865,000 people suffered a heart attack – also known as myocardial infarction, or MI. The most common risk factors associated with coronary heart disease are high cholesterol, hypertension, smoking and diabetes.

According to two MGH researchers, however, a person's genes also may play a role in determining his or her risk for MI. David Altshuler, MD, PhD, of the Department of Molecular Biology, and Sekar Kathiresan, MD, of the MGH Cardiology Division, recently were awarded a $4.3 million grant by the National Heart, Lung, and Blood Institute (NHLBI) for the study, "A Genome-wide Association Study for Early-Onset Myocardial Infarction." In this study, Kathiresan and Altshuler aim to associate cases of early-onset MI – heart attacks in younger patients – with genes that may put the patients at risk. While the average age of a first heart attack is 65.8 for men and 70.4 for women, this study will target 3,000 male and female MI patients aged 50 or 60 years or younger, respectively.

There is evidence to support the idea that inherited genetic variations play a key role in heart attacks, especially in early-onset cases. For example, MI tends to cluster in families even after traditional risk factors are taken into account. Due to recent advances in genetics, now it is possible to search the entire human genome for common variants in DNA that may influence MI risk. Through chip-based genotyping technology, this study will test around one million DNA sequence variants for possible roles in early-onset MI.

Successfully identifying these variants could transform how clinicians understand and treat heart attacks. If the genomic variants are located precisely, scientists could develop new diagnostic tests to allow doctors to identify those most at risk and target their treatments accordingly. Further, knowledge about these genes could allow clinicians to shed light on why heart attacks occur. "This may translate into new biology, new information and new avenues for treatment," says Kathiresan. "We are hopeful that knowledge about these genes will improve our ability to predict, prevent and treat heart attacks."

The project was initiated at the MGH in 1998 by Christopher J. O'Donnell, MD, MPH, an MGH cardiologist and associate director of the Framingham Heart Study. It later was expanded upon by Altshuler and Kathiresan. In 2006, a $300,000 charitable gift from the Fannie E. Rippel Foundation provided the seed funding necessary to secure the NHLBI award. Early results from the project should be available within the next year.



A member of The Musicales performs on the marimba.

Vincent Club offers musical afternoon

Over the past year, three talented young musicians have been offering their time to play for the patients on the Bigelow 7 gynecology unit. The Musicales are a group from the Boston Conservatory of Music who each week provide an hour of instrumental music, treating patients to the distinct and beautiful sounds of the harp, classical guitar and the marimba. Funding for this musical interlude is provided by the Vincent Club, a private organization of women dedicated to supporting clinical care, research and education at the Vincent Memorial Hospital, the gynecological and obstetric service at the MGH.

According to Coleen Caster, RN, C; MN; FNP; the unit's nursing director, "Our patients tell us they feel more at ease and calmer when the musicians are performing." Caster also noted that the sessions have a positive impact on the patients, saying that there is a significant drop in their blood pressures and respiratory rates during and for a period after each performance. The Musicales also have influenced the nursing staff on Bigelow 7, who say they also feel more relaxed when the group performs. ●

– Gratitude

(Continued from page 1)

treatment using extracorporeal membrane oxygenation (ECMO). MGH*f*C is one of only two hospitals in the Northeast to offer ECMO, which uses an artificial lung to give the baby oxygen. This allows time for repair of the original problem – often an infection or a hernia – that caused the pulmonary hypertension.

Thanks to the MGH*f*C team – including pediatric surgeon Peter Masiakos, MD, the NICU nursing team and Fraul's respiratory therapists and neonatologists – as well as the ECMO technology, Fraul was able to go home to Ethiopia with his parents within a month. To show her heartfelt gratitude to her son's caregivers, Fatuma has presented several of her marathon medals to Masiakos. Her gold medal from the 1999 Boston Marathon, a replica of her 1996 Olympic gold medal and her seventh place medal from the 2000 Olympics will be displayed in the MGH*f*C in gratitude to the MGH*f*C champion caregivers. ●

Jumpstarting careers with Partners in Career and Workforce Development

In 2003, Patricia Myers was unemployed and applying for food stamps at an agency n Boston. As luck would have it, while there he noticed a flier publicizing a free, five-week ob-training program with Partners HealthCare. The decision to apply to the Partners in Career nd Workforce Development's (PCWD) Pre-Employment Program changed her life.

Designed to provide low-income Boston esidents with entry-level employment at one f three Partners hospitals, the Pre-Employment Program offers comprehensive job training, ncluding classroom instruction and a hospital nternship in a clerical or support staff position. PCWD provides case management, career coaching nd job placement assistance and support after uccessful completion of the program.

MGH managers and supervisors have the pportunity to play an important part in the rogram by serving as "workforce development hampions." In this role, managers work with PCWD to provide full-time, unpaid, two-week nternships for students who are exploring vork areas of interest.

Carlene Krey of the OR has been a workforce levelopment champion since the program's inception in December 2003. "Managers who participate in the Pre-Employment Program work collaboratively with PCWD and receive a lot of support from Partners," she says. "Not only do we have the opportunity to serve the community by working with the students, but we also have the chance to see prospective employees in the workplace before making a hiring decision. All of the interns already have had CORI background checks and have met basic work requirements. The students work with a career coach so that if there are any issues that come up even after they are hired, they can receive whatever support they may need in order to fulfill their work requirements."

Impressed by Myers' work ethic and skills, Krey offered her a position as a sterile processing technician shortly after she completed the program. "The PCWD program and the internship were wonderful experiences," Myers says. "Because I had the chance to work in the OR during the internship, I was confident that I wanted to jumpstart my career at the MGH. Carlene and the staff at PCWD have helped me in so many wonderful ways – by arranging transportation and housing and by offering a career coach. It's truly been a life-changing experience."

Currently, more than 40 MGH managers serve as workforce development champions, and many MGH departments have hired PCWD graduates. "We encourage all managers and supervisors to consider becoming involved in the program," says Cynthia Briggs, PCWD director. "We recognize them for their important role in workforce development and are proud of the careers that they help to build."

Carlyene Prince-Erickson is the director of the MGH Employee Education and Leadership Development Program. Working closely with Briggs, she has created a robust career and workforce development program at the hospital. "At the MGH, 67 percent of the hospital's PCWD graduates are placed in departments such as the OR, Radiology and the MGH Registration and Referral Center. In addition, we have an 82 percent 90-day retention rate and a one-year retention rate of 70 percent. It's a great resource for individuals to land their first jobs in the health care field."

For more information about becoming a workforce development champion, contact Dena Lerra at *dlerra@partners.org* or (617) 585-2811. ●

From left, Myers, Briggs and Krey

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WHAT'S HAPPENING

Senior HealthWISE events
MGH Senior HealthWISE is sponsoring an exercise session "Spring Into Fitness" April 19, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served and registration is required. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks April 23, from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. Also on April 23, the program will host a cooking demonstration from 3:30 to 4:30 pm in the East Garden Room. Registration is required. All events are free. For more information or to register for the exercise session or cooking demonstration, call (617) 724-6756.

EMR Education Series
The MGPO is offering an Electronic Medical Record (EMR) Education Series to assist physicians in learning to use EMRs. Physicians must complete four hours of EMR education by Oct. 31 to be eligible for the MGPO's incentive program, to be paid in December 2007. Classes also qualify for risk management CME credit. For more information or to register, visit *www.emreducation.partners.org.*

Healthy eating seminar
The Employee Assistance Program will host "Eating Right and Staying Healthy with Today's Busy Lifestyles" April 19, from noon to 1 pm in the Thier Conference Room. Suzanne Landry, MS, RD, LDN, clinical nutrition specialist for MGH Ambulatory Services and the Be Fit program, will discuss topics such as reading food labels, choosing healthy snacks and preparing healthy meals when time is limited. For more information, call (617) 724-6976 or visit *www.eap.partners.org.*

Mind body seminar for parents
The Benson-Henry Institute for Mind Body Medicine at MGH is offering "Solutions for Creating Calm in Yourself and in Your Family" April 25, from 10 to 11:30 am at 824 Boylston St., Chestnut Hill. Patricia Martin Arcari, RN, PhD, clinical nurse specialist at the institute, will discuss strategies for dealing with the stresses of parenting. The seminar also will include information about the institute's "Calm Mother, Happy Child" program. Pre-registration is required. For more information or to register, e-mail *msgilbert@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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(617) 726-2206

Updating HR benefits

Although MGHers can change their Human Resources (HR) benefits once a year during the fall open enrollment period, there may be other times in life that require a change. These events, known as "qualified changes of status," include marriage or divorce; the addition of a dependent through birth, adoption or change in custody; the death of a spouse or dependent; a change in eligibility for Medicaid, Medicare or other group coverage; a change for the MGH employee or his or her spouse from benefits-eligible to benefits-ineligible status or vice versa; relocating out of an HMO service area; a spouse's employment termination; or a change in full-time student status of a dependent age 19 to 21.

It is important for MGH employees to update their benefits within 30 days following any such qualifying event. For example, if an employee gives birth on April 30, she must add her baby to her health insurance by May 30 for the child to be covered. Even if she already has family coverage, her baby is not automatically added. Her new coverage and any premium increases would take effect immediately, retroactive to April 30.

MGHers can use eBenefits on PeopleSoft to make most HR benefits changes within 30 days of a qualifying event. However, employees must call the HR Benefits Office to make changes within 30 days of an adoption, divorce, death of a spouse or dependent, addition of a same-sex spouse/domestic partner, or a move outside of their HMO's service area. Documentation is required.

For more information, contact the Benefits Office at *ibenefits@partners.org* or call (617) 726-8133.

April 20, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Marathon Monday: MGHers rack up the miles for the MGHfC

Won't stop 'till we get there
Mass General Marathon Team
GO JULIE!
JULIE
22730
GO DAD
22739

Despite the cold, rainy, raw spring day, MGH staff and supporters running the April 16 Boston Marathon held up their commitment to finishing the world-famous race to help raise money for cancer and cystic fibrosis programs at the MassGeneral Hospital *for* Children (MGH*f*C). The devoted athletes were part of two different marathon teams – the "Fighting Kids' Cancer … One Step at a Time" team and the MGH Cystic Fibrosis Marathon Team. They were cheered on through the soggy conditions by a band of dedicated MGH supporters.

Howard Weinstein, MD, chief of the MGH*f*C Pediatric Hematology-Oncology Unit, started the "Fighting Kids' Cancer" team in 1998 after one of his patients died from a highly aggressive sarcoma. This year, the team aimed to raise $1 million for pediatric cancer programs and research. The 16-member Cystic Fibrosis Team set a goal of raising $50,000 for the MGH Cystic Fibrosis Clinic. A separate group of MGH runners also participated in support of the MGH Thomas S. Durant, MD, Fellowship in Refugee Medicine. ●

MGHers and supporters at the 2007 Boston Marathon

Redstone donates $35M for MGH research and patient care

The MGH is one of three health care organizations to benefit from a $105 million gift from Sumner M. Redstone, executive chairman of Viacom and CBS Corporation, to fund research and patient care advancements in burn recovery and cancer. The generous $35 million contribution is the largest single gift in the MGH's history and will be paid out over five years. FasterCures/The Center for Accelerating Medical Solutions and Cedars-Sinai Prostate Cancer Center are the other recipients of Redstone's donation.

Redstone has been a longtime supporter of the MGH. In the early 1980s, the MGH Burn Center was renamed The Sumner

(Continued on page 2)

New Harvard department aligns cross-school strengths

Scadden, left, and Melton

Reflecting a new era of cross-school collaboration, Harvard University's governing body has approved the establishment of the Department of Developmental and Regenerative Biology – the first academic department in the university's 371-year history to be based in more than one of the university's schools. With what many regard as the world's greatest concentration of top physicians, life scientists and investigators, the university will bring together experts from the Faculty of Arts and Sciences (FAS) and Harvard Medical School (HMS).

David T. Scadden, MD, director of the MGH Center for Regenerative Medicine, has been named co-chair of the new department along with Doug Melton, PhD, the Thomas Dudley Cabot Professor of Natural Sciences at FAS. Scadden also is co-director of the Harvard Stem Cell Institute and the Gerald and Darlene Jordan Professor of Medicine at HMS.

"This new department reflects a changing attitude and an emphasis on bringing together people from different disciplines to address complex biomedical challenges," says Scadden. "At the MGH, we see the benefits of such scientific interaction in our thematic research centers, which have forged cross-departmental, interdisciplinary research and have demonstrated the benefits of collaborative, creative approaches."

Combining the strengths of the FAS and HMS faculty, the new department will work cohesively to accelerate the transition of stem cell biology research to clinical applications at affiliated hospitals such as the MGH. Says Scadden, "The new Department of Developmental and Regenerative Biology will combine the highly dynamic areas of developmental biology and stem cell biology and link them to the human biology that is so richly studied at the MGH and HMS. This ultimately will work toward establishing new connections between basic science and human health."

The department will be housed in the university's new science complex in Allston, which is scheduled to be completed in two years. Initially, there will be 13 to 16 members, with three new junior faculty members joining the department. ●

– Redstone grant

(Continued from page 1)

Redstone

Redstone Burn Center in recognition of his contributions. The new funds will enhance the hospital's ability to treat burn and trauma patients and others who come to the MGH for emergency care. The gift will be used to create The Sumner M. Redstone Burn and Trauma Service, an endowed fund that will support advances in patient care and promote innovative approaches and creative problem-solving in burn and trauma research.

The funds also will support research and training at The Sumner Redstone Burn Center, which will be relocated and expanded. The new center will boost inpatient capacity, improve the quality of patient care and enhance the staff's ability to provide essential outpatient follow-up care. Additionally, the gift will reconfigure and enhance the MGH Emergency Department, which will be renamed The Sumner M. Redstone Emergency Department. The larger emergency facility will allow faster and more immediate treatment and reduced waiting times through the introduction of a Rapid Intervention System, an innovative means for streamlining emergency care.

Redstone, who has personally benefited from the advancements in research and medical science forged at the MGH, has been an active contributor for many years. His gifts come through the Sumner M. Redstone Charitable Foundation. "I know that there is so much more to be done, and with the right resources in the right hands, we can make even more rapid progress and literally change the world," he says. "I am pleased to renew my longstanding support of the innovative research of Dr. John Burke and the heroic work of the Burn Center at the MGH and to extend my involvement to its Emergency Department."

Peter L. Slavin, MD, president of the MGH, says, "Sumner Redstone has long been a generous partner and a good friend to the MGH. For many years his thoughtful support has helped thousands of burn patients receive the highest quality care. By supporting new research and training initiatives, Mr. Redstone's gift will extend the MGH's expertise well beyond the hospital's walls, benefiting patients throughout the nation and the world."

Redstone also announced that he intends to make additional grants in the future.

April 20, 2007

MGH HOTLINE

Diabetes Self Management Education programs offered

Six of the MGH's outpatient practices – the Bulfinch Medical Group, Chelsea HealthCare Center, Diabetes Associates, Internal Medicine Associates, Revere HealthCare Center and Women's Health Associates – now offer Diabetes Self Management Education (DSME) programs for adult patients.

Highly experienced MGH diabetes educators teach the DSME programs. Patients work individually with an educator to create a plan. They then participate in a series of group classes to learn how to best manage their diabetes. The classes allow the patients to learn from and interact with their peers by sharing experiences and stories.

"Using a collaborative team approach, these programs strive to educate our patients with a comprehensive curriculum," says Sandy O'Keefe, diabetes program manager for the Clinical Care Management Unit. "Patients in these programs can expect to learn about nutrition and exercise, medications, psychosocial adjustment, blood glucose level monitoring and complications prevention."

O'Keefe coordinated the establishment of many of the practices' programs. "Launching a DSME program involves a lot of work," she says. "All of these practices should be commended for their commitment to ensuring high-quality diabetes education for their patients."

The outpatient practices already have seen successful outcomes from their programs. Among these, many patients who have participated have seen their blood sugar and cholesterol levels decrease. "This is a tremendous advance for our patients," says Roger Pasinski, MD, director of the Revere HealthCare Center. "Patients are given information to improve their self-management of this very serious illness. It should also pay off with substantially improved health outcomes in the future."

Barbara Chase, NP, CDE, of the Chelsea HealthCare Center, says that one of the best results of the DSME program is what her patients have to say about the program. One told her, "Now that I understand how to manage my diabetes, I can eat with my family for the first time in five years."

Additional outpatient sites throughout the MGH are implementing DSME programs to meet the needs of their patients. Patients are encouraged to ask their primary care physician for more information or for a referral. For more information, contact O'Keefe at *smokeefe@partners.org.* ●

New Health and Fitness Expo: A showcase for MGH caregivers

Channel 7/CW 56 and Partners HealthCare are coming together June 23 and 24 for an exciting new event – the Health and Fitness Expo at Boston's Hynes Convention Center. Open to the community, this free event will give MGH caregivers and staff the opportunity to showcase the innovative services available at the hospital.

The Boston Health and Fitness Expo will feature:

- Free medical screenings and information about health insurance;
- Interactive sports clinics, fitness, health activities and demonstrations for the entire family, including ballroom dancing for children and adults, Double Dutch jump rope, a scuba tank, virtual golf and a snowboard simulator;
- "Cooking with the Dish" healthy cooking demonstrations with Channel 7's Frances Rivera and celebrity chefs;
- Celebrity guests from the sports and entertainment world, including Channel 7 news personalities, New England Patriots linebacker Tedy Bruschi, Boston Pops Orchestra conductor Keith Lockhart and members of the New England Revolution.

The MGH is organizing a number of exciting activities, including:

- **MGH Digestive Healthcare Center:** The expo will feature an exhibit on gastrointestinal health with the Colossal Colon® – a 40-foot-long, 4-foot-high model of the human colon – to teach attendees about digestive health and how to prevent colon cancer and other diseases.
- **Caring for the Whole Person:** The HOPES program of the MGH Cancer Center is dedicated to treating the mind, body and spirit of individuals undergoing cancer treatment. HOPES staff will provide education and wellness services such as chair massages and relaxation techniques for individuals and their families.
- **Women's Heart Health Program:** MGH experts will provide education about the risks, prevention and treatment options specific to women. Smoking-cessation resources also will be available.
- **Staying Active without Injury:** Members of the MGH Department of Orthopædics Sports Medicine Center and the Sports Physical Therapy Service will provide tips for the prevention and management of common injuries such as back pain, tennis elbow and rotator cuff tendonitis. Injury management tips for parents and youth league coaches also will be available.
- **Your Body for Kids:** Children can learn about the heart, circulatory system and brain through fun, hands-on exhibits presented by staff from the MassGeneral Hospital *for* Children. Children's fingerprinting and information on child safety and nutrition will be available.

The MGH will be featured in Channel 7 News HealthCasts, a half-hour television special, and television advertising in the upcoming weeks. More information will be available in future issues of the *MGH Hotline*. To volunteer at the event, contact Amanda Westerling at (617) 643-2366 or *awesterling@partners.org.* ●

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WHAT'S HAPPENING

Eldercare discussion group

The Employee Assistance Program will host its monthly eldercare discussion group April 24, from noon to 1 pm in the Yawkey Center, Room 10660. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Earth Day information table

In honor of Earth Day, the MGH Raising Environmental Awareness League will host an information table April 23, from 7 am to 4 pm in the Main Corridor. The table will include information about using "green" products and recycling at the MGH and at home. The film "An Inconvenient Truth" also will be shown. For more information, contact Edwin Andrews at (617) 726-6885 or *ebandrews@partners.org.*

Free skin cancer screenings

MGH Dermatologic Surgery will offer free skin cancer screenings May 15, from 5:30 to 7 pm at 50 Staniford St., Suite 270. Screenings are by appointment only. For more information or to schedule an appointment, call (617) 726-1869.

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Normalization of Tumor Vasculature and Microenvironment by Antiangiogenic Therapies: From the Bench to Bedside and Back" April 24, from 5 to 6:15 pm in the Ether Dome. Rakesh Jain, PhD, director of the MGH Edwin Steele Laboratories, will present. For more information, call Julie Finn at (617) 724-1155.

Mass General Imaging Chelsea adds additional MRI

Beginning April 23, the MGH Department of Radiology will offer an additional MRI scanner at Mass General Imaging Chelsea. The scanner will expand appointment access and resources for referring physicians and patients. To schedule an appointment, access ROE by typing "mghroe" in the URL bar of any Partners computer or call (617) 877-3500. Free van service is available to Mass General Imaging Chelsea from the Yawkey Center, the WACC Lobby and the MGH Health Centers Monday through Friday, from 7:45 am to 4 pm. To schedule a ride, call (617) 877-3500.

Senior HealthWISE lecture series

The MGH Senior HealthWISE lecture series will offer "Healthy Meal Planning" April 26, from 11 am to noon in the Haber Conference Room. Dana Brennan, RD, LDN, of MGH Nutrition and Food Services, will present. The lecture is free for seniors age 60 years or older. For more information, call (617) 724-6756.

Service Learning Series

The MGH Service Improvement Department will host the next MGH/MGPO Service Learning Series, "Stage II: Planning for Change, Part II: Learning from Data," April 25, from 9 to 10:30 am at the Holiday Inn Select, 5 Blossom St., in Capital Suite A/B. Joan Strauss, senior project manager for the Service Improvement Department, will present. A continental breakfast will be served. For more information, contact Cindy Sprogis at *csprogis@partners.org* or (617) 726-1030.

IN GENERAL

Evelyn Bonander, MSW, director *emeritus* of MGH Social Services, received the Social Work Lifetime Achievement Award from the Massachusetts Chapter of the National Association of Social Workers at an awards dinner March 20. Bonander retired from the MGH in 2004 after 19 years of service as director of MGH Social Services.

Submit news tips and story ideas to the *MGH Hotline*

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Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

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EMR EDUCATION SERIES

EMR EDUCATION SERIES IS NOW AVAILABLE

Practical Courses in the Use of Electronic Medical Records Designed for MGH Physicians

To receive an MGPO incentive payment in December 2007, eligible clinicians must complete 4 hours of EMR education by October 31, 2007. For more information and to register go to *www.emreducation.partners.org*

Each class in the EMR Education Series qualifies for risk management CME credit

April 27, 2007

MGH HOTLINE

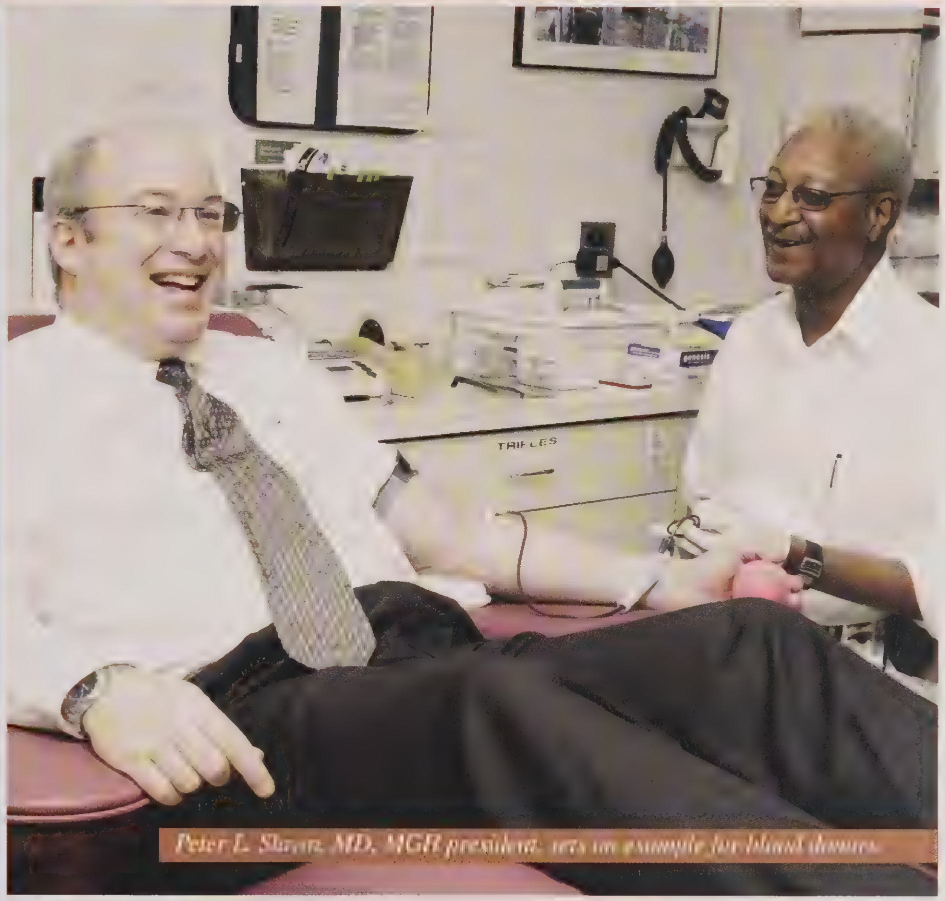
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH nurses: award finalists

Nine MGH nurses have been named regional finalists in six different categories in the annual *Nursing Spectrum* Excellence Awards competition. The national awards program recognizes the extraordinary contributions nurses make to their patients, colleagues and the nursing profession. With at least one MGH nurse nominated in each category, the showing is particularly notable, as each category has only five finalists. The regional winners will be announced at a gala awards dinner May 15, and they will be eligible for the national *Nursing Spectrum* Nurse of the Year Awards.

The following are the MGH finalists and the categories in which they were nominated:

- Catherine Beisheim, RN, Mentoring
- Kathleen Carr, RN, Mentoring
- Brian French, RN, Teaching
- Karen Holland, RN, Community Service
- Dorothy Jones, RN, Teaching
- Denise Morelli, RN, Clinical Care
- Angelleen Peters-Lewis, RN, PhD, Management
- Gayle Peterson, RN, Community Service
- Deborah Washington, RN, Advancing the Profession



Peter L. Slavin, MD, MGH president, sets an example for blood donors.

May is Medical Service Blood Drive Challenge month

Throughout the month of May, Department of Medicine physicians and MGH nurses will engage in some friendly competition by donating blood at the MGH Blood Donor Center. The group with the highest percentage of donors will be declared the winner of the third annual Medical Service Blood Drive Challenge.

Allan F. Moore, MD, fellow in Endocrinology, leads the physicians in the challenge, and Susan Morash, RN, nursing director for White 11, and Alexis Auger, RN, staff nurse for Bigelow 11, are co-leaders for the nursing groups. Throughout the month, they will rally their teams and encourage them to participate in the competition.

"This is a fun, good-natured challenge that addresses our patients' critical need for blood," says Morash. "Nurses understand that donating blood saves lives, and that is our number one priority."

Adds Moore, "I encourage everyone to donate blood – not just the physicians, but anyone can make a life-saving contribution. Every donation counts, not only for this competition, but also for our patients."

"Currently, the MGH Blood Donor Center collects 50 percent of the hospital's blood needs," says Kimberley Cronin, manager of the donor center. "The ultimate goal is to have the program provide 75 percent of the blood needed here. Having departments join in a planned effort can help the hospital move closer toward this goal."

Located on the first floor of the Gray/Jackson Building, the center is open Tuesdays through Thursdays, from 7:30 am to 5:30 pm and Fridays, from 8:30 am to 4:30 pm. For more information about blood donation or to schedule an appointment, call (617) 726-8177. ●

Internationally recognized cancer expert joins the MGH Cancer Center

Hematology/oncology expert Jack Erban, MD, has joined the MGH Cancer Center as director of Clinical Programs at the MGH Breast Center and co-director of the Gillette Center for Women's Cancers at the MGH.

An internationally recognized expert in breast cancer and a clinician and clinical investigator, Erban brings 15 years of cancer care experience to the MGH. Most recently, he served as chief of the Division of Hematology/Oncology at Tufts-New England Medical Center (Tufts-NEMC) and director of Tufts-NEMC's Breast Cancer Program. While new to the MGH, Erban has deep ties to the hospital – he is the nephew of Farahe Maloof, MD, the legendary former chief of the MGH Thyroid Unit.

"This is a time of great excitement in breast oncology at the MGH," says Thomas J. Lynch Jr., MD, chief of the MGH Hematology-Oncology Unit. "We are fortunate to have one of the nation's best clinical breast programs. Dr. Erban is a fabulous clinician who is beloved by the patients and staff who have worked with him, and we warmly welcome him to the MGH." ●

Erban

MGHers help educate visitors about sexual assault.

Blowing the whistle on sexual assault

In recognition of national Sexual Assault Awareness Month, MGH Men Against Abuse, the MGH Employee Assistance Program, the HAVEN (Hospitals Helping Abuse and Violence End Now) program, the Emergency Department's Sexual Assault Program and MGH Police and Security joined together to host a sexual assault awareness and information table April 5 in the Main Corridor. The day's theme was "Help the MGH Blow the Whistle on Sexual Assault," and nearly 500 whistles were given out to help raise awareness. Visitors also received information about healthy relationships, myths and facts about sexual abuse, ways to help a friend who may be a victim of sexual assault or abuse, and MGH resources available to help victims.

Provider Numbers now six digits

Beginning May 5, the MGH will be expanding the Provider Number from a five-digit to a six-digit number in order to continue assigning unique numbers to each provider. To accomplish this, a leading zero will be added to all current numbers. For example, if the current number is "12345," the number as of May 5 will be "012345." This expansion will affect all systems and paper and electronic forms that include the MGH Provider Number.

The new six-digit Provider Number should be used on all types of forms. All computer systems have been updated to accommodate the new number.

For more information, contact Linda Weinstein, director of the MGH Registrar/Credentialing Unit, at *lweinstein@partners.org* or (617) 724-8264. ●

AEDs across the MGH could save lives

When an individual experiences cardiac arrest, the sooner a trained rescuer delivers an electric shock with an automated external defibrillator (AED), the better the patient's chances of survival. Recently, the MGH Code and Response Committee completed the process of equipping seven high-traffic areas around the MGH campus with AEDs to better prepare for such emergencies.

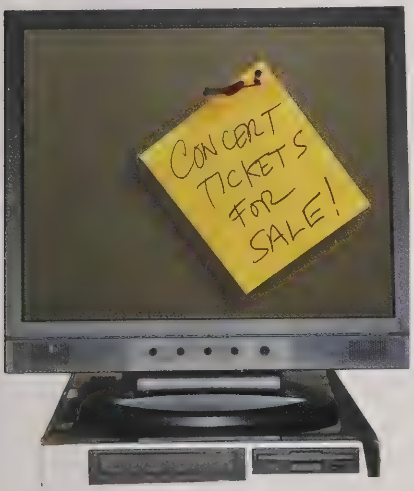
Installed in highly visible areas and with easily identifiable AED logos, the life-saving devices are housed in small cabinets in the Coffee Central area, the Cox Lobby, the Warren Lobby, the WACC Lobby, Eat Street Café, the Thier Lobby and the Yawkey Center for Outpatient Care Lobby.

Colleen Snydeman, RN, nursing director for the Cardiac Intensive Care Unit, and Edward George, MD, director of the Post-Anesthesia Care Unit, are the co-chairs of the MGH Code and Response Committee. "Equipping the campus with these devices is an important step in the delivery of emergency care for individuals experiencing cardiac arrest," says Snydeman. "Training in CPR and AED skills enables the rescuer to effectively care for the patient while waiting for the MGH Code Team. These are crucial minutes when the AED can actually be used to save someone's life."

Information about acquiring basic life support and AED skills are available by contacting Sheila Burke, RN, clinical educator for the Knight Nursing Center for Clinical and Professional Development, at (617) 726-1651. ●

Connecting with the Partners Bulletin Board

Looking for concert tickets, a new apartment or a summer vacation rental? This search can be made easier by using the MGH/Partners Bulletin Board in Outlook. Divided into 20 different categories, the board has listings for everything from apartments to pets, furniture, clothing and event tickets. The following instructions access the Bulletin Board in Outlook:



- Select "View" on the Outlook taskbar
- Then select "Folder List" from the dropdown menu. Then click through the following:
  - "Public Folders"
  - "All Public Folders"
  - "Partners"
  - "Corporate Departments"
  - "Human Resources"
  - "Bulletin Board"

The Bulletin Board is for employees of Partners HealthCare only. Items can be posted for up to two months and all listings must include an employee's name and contact information – no postings for non-employees such as realtors or real estate agencies will be accepted. Items posted for sale, such as homes or vehicles, must belong to the employee. Tickets for theater productions, concerts and sporting events cannot be listed for more than the original purchase price, including shipping, handling and surcharges.

To submit an item for posting on the virtual Bulletin Board, e-mail the listing information to *mghperks@partners.org*. Additional guidelines for submissions are available in the Bulletin Board folder. ●

Clinical pastoral care fellowships

Through the generosity of the Kenneth B. Schwartz Center and the MGH Department of Nursing, fellowships are being offered for the MGH Clinical Pastoral Education winter 2008 program. Available for individuals who work directly with patients and families in a health care setting and wish to integrate spiritual caregiving skills into their practices, the part-time program runs Jan. 7 through May 22. Sessions are held Mondays from 8:30 am to 5 pm with additional hours to be negotiated for the clinical component.

Six Kenneth B. Schwartz Fellowships in Pastoral Care will be awarded to caregivers from disciplines other than pastoral care. Doctors, nurses, social workers or other professionals who interact directly with patients and families may apply. Applicants employed by any institution or practice are eligible.

Two spiritual caregiver fellowships will be awarded. Applicants must be a registered nurse from the MGH Department of Nursing and must have direct caregiver roles with a minimum of two years of nursing experience.

The MGH Clinical Pastoral Education Program is accredited by the Association of Clinical Pastoral Education, Inc. (ACPE). All applications for the program, including fellowship applications, are due Sept. 1. For more information or to receive an application, contact the MGH Chaplaincy at (617) 726-4774 or (617) 724-3227.

Free skin cancer screenings

MGH Dermatologic Surgery will offer free skin cancer screenings May 15, from 5:30 to 7 pm at 50 Staniford St., Suite 270. Screenings are by appointment only. For more information or to schedule an appointment, call (617) 726-1869.

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Some Characteristics of Biological Damage Induced by Ionizing Radiations" May 1, from 5 to 6:15 pm in the Ether Dome. Eric Hall, DPhil, director of the Center for Radiological Research at Columbia University, College of Physicians and Surgeons, will present. For more information, call Julie Finn at (617) 724-1155.

Smoking cessation program

MGH Tobacco Treatment Services is offering a free, seven-week smoking cessation program on Wednesdays, beginning May 2 at 5:30 pm. The program will include information about preparing to quit, coping with stress without cigarettes and preventing weight gain. Participants can receive low-cost nicotine patches and gum with written approval from their primary care physician. For more information, call (617) 726-7443.

Open Helix computer tutorial

The MGH Clinical Research Program will offer "How Clinical Investigators Use the Human Genome Browser and HapMap: Open Helix Computer Tutorial" May 17, from 1 to 4 pm in the Starr Center at 185 Cambridge St. The hands-on computer tutorial will teach participants how to navigate the wealth of genetic data available on the Internet. The cost is $125 per student, and registration is required. To register, visit *hub.partners.org/catalog/crp-2007-openhelix*. For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

Genetic literacy course

The MGH Clinical Research Program will offer "Genetic Literacy: A Guide to Understanding the Language and Basic Concepts of Modern Genetic Research" May 17, from 1:30 to 4:30 pm in the Simches Center, Room 3110. The course will provide participants with brief descriptions of the terminology, technologies and methodologies of modern genetics. To register, visit *hub.partners.org/catalog/crp-geneticliteracy*. For more information, contact Lulie Ebaugh at *lebaugh@partners.org* or (617) 724-2900.

Partners Preferred Hotels for Daytime Business Events

Partners HealthCare has launched Partners Preferred Hotels for Daytime Business Events, to assist employees with booking business-related daytime meetings or events at area hotels. Using the program will result in a savings of 15 to 25 percent per event, depending on hotel. All Partners employees should use the program for meetings planned between 6 am and 5 pm. To learn more, visit *pulse.partners.org/common/index.asp* or *is.partners.org/finance/my finance*. For more information, call Terry Wagner at (617) 724-3963.

Methods in Bioengineering Conference

The MGH Center for Engineering in Medicine and the Harvard-MIT Division of Sciences and Technology will co-host the second annual "Methods in Bioengineering" conference July 12 and 13 in the Kresge Auditorium at MIT. The conference will cover cutting-edge and current state-of-the-art technologies in BioMEMS, regenerative medicine, functional imaging, opto-electronics and cellular modeling. For more information or to register, visit *cem.sbi.org/MiB*.

CFD Noontime Learning Series

The MGH Center for Faculty Development (CFD) will offer "Partnering with Your Administrative Staff to Create a High Performance Team" May 2, from noon to 1 pm in the Yawkey Center, Room 10660. Mary Cunningham, director of the MGH Service Improvement Department, and Stacey Houghton, director of the MGH Practice Support Unit, will discuss ways to enhance relationships with administrative staff members and make them feel part of a team. CME credit will be available. For more information or to register, e-mail *cfd@partners.org* or call (617) 724-0818.

Senior HealthWISE events

MGH Senior HealthWISE will host a one-hour exercise session, "Spring Into Fitness," May 3, from 11 am to 1 pm at The Clubs at Charles River Park. The session will be followed by a light snack. Registration is required. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks May 7, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information or to register for the exercise session, call (617) 724-6756.

Documentary on Islam and modern medicine

In partnership with the Harvard Medical School (HMS) Cross-Cultural Care Committee, the HMS Academy Center for Teaching and Learning and other organizations, the MGH Disparities Solutions Center will host a free screening of "Hold Your Breath" May 2, from 5:30 to 6:45 pm in the amphitheatre at 77 Avenue Louis Pasteur. The film explores the clash between ancient Islamic traditions and contemporary medical technology. A panel discussion will take place between 6:45 and 7:30 pm. For more information, visit *www.massgeneral.org/disparitiessolutions/*.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.
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May 4, 2007

MGHHOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Pamela J. Ellis Award honors administrative excellence

"**Choosing a winner** among winners" is how George Baker, MD, of the Bulfinch Medical Group, described the selection process for the 2007 Pamela J. Ellis Memorial Secretarial Award presented at a special luncheon held April 25 to honor and thank MGH administrative assistants. Baker joined Peter L. Slavin, MD, MGH president; Jeff Davis, senior vice president for Human Resources; and 2006 winner Marie Doland of the Department of Surgery, to present the 10th annual award to Margaret "Margo" Johnson, administrative assistant for the Adolescent and Pediatric Medicine Unit of the MGH Chelsea HealthCare Center.

Given annually to a member of the MGH support staff in recognition of National Administrative Professionals' Day, the award was named in honor of Pamela J. Ellis, an executive secretary at the MGH who died in October 1996 at the age of 31. The $1,000 award was established in 1997 to honor employees who exhibit the same dedication, strong work ethic and commitment to excellence demonstrated by Ellis.

Described by those who nominated her as "a pleasure to work with" and

(*Continued on page 2*)

Slavin presents the award to Johnson.

Ferris

Ferris named MGPO medical director

Timothy Ferris, MD, has been named medical director of the Massachusetts General Physicians Organization (MGPO). He succeeds Gregg Meyer, MD, who has become the MGH/MGPO senior vice president for Quality and Patient Safety.

In addition to being a nationally recognized expert in disease management, Ferris also is a general internist and pediatrician at the MGH Everett Community Health Center, vice chair for Quality and Safety of the MassGeneral Hospital *for* Children and a health policy researcher with the MGH Institute for Health Policy. Before attending medical school, he received a master's degree in social anthropology from Oxford University. He received his medical degree from Harvard Medical School, where he earned the Pediatrics Prize, awarded to the member of the graduating class whom the faculty would most like to have caring for their own children. Ferris completed his clinical training in the Harvard Combined Program in Medicine and Pediatrics at the MGH and received a master's degree from the Harvard School of Public Health.

– Ellis Award

(*Continued from page 1*)

"a dedicated professional," Johnson's contributions to the MGH community extend beyond her job performance. For 11 years, she has volunteered with MGH Chelsea's Reach Out and Read program, which promotes early literacy by giving books to children and advice to parents about the importance of reading with their children. Johnson also is involved with other literacy programs in her community. When asked if she is ever overwhelmed by these commitments in addition to her administrative duties at the MGH, she replies, "I really don't mind the extra work if it means helping someone else. The most rewarding part is seeing the smile on a child's face when they receive a book."

Johnson was selected as this year's winner from a list of 67 nominees whose names will be included on a framed honor roll, displayed along with the Pamela J. Ellis Award plaque on the Employee Wall of Recognition on the first floor of the Ellison Building. ●

When good is just not good enough

On April 25, MGHers dedicated to improving the service culture at the hospital attended the latest session of the MGH/MGPO's Service Learning Series, "Stage II: Planning for Change; Part II: Learning from Data." Hosted by the MGH Service Improvement Department, the workshop aimed to teach department and practice leaders how patient satisfaction survey data can help them better understand their current level of service, learn ways to take action to improve service and use tools to monitor service improvement progress. Joan Strauss, senior project manager for the Service Improvement Department, led the session.

Strauss explained that patient satisfaction data can be particularly useful for health care leaders, as it is directly linked to customer needs. She then outlined the best practices for using data – including studying it in the proper context, visually presenting it when sharing it with staff, understanding that it is subject to normal variation and using it in a spirit of inquiry to solve problems. Strauss also emphasized that service problems are due to processes, not people, as individual employees can control fewer than 15 percent of problems in a practice.

According to Strauss, patient satisfaction data can be especially challenging to interpret, with more than 80 percent of respondents rating their care as "good" or "very good" on surveys. Because these average scores seem relatively high, departments can fall into the trap of assuming there are no opportunities for improvement. She explained that best performers avoid this trap and share a common characteristic, receiving the most "fives" – the highest possible score – on their surveys. "Only patients that give a five rating are considered completely satisfied and loyal," said Strauss. "Because our organization strives for excellence in all that we do, 'good' is just not good enough."

For more information about service at the MGH, contact Mary Cunningham, director of the Service Improvement Department, at *mccunningham@partners.org* or (617) 724-1004. ●

MGHers take their children to work

Nearly 300 young "MGHers-in-training" visited the hospital April 27 for the annual Take Your Child to Work Day sponsored by MGH Human Resources (HR). MGH staff and employees who registered in advance had the opportunity to bring their children to the hospital, where the kids could see their parents' workplaces firsthand.

The daylong event's theme was "Revolutionizing the Workplace," and families spent the morning touring the hospital and learning about the MGH's long and distinguished history. The kids enjoyed a visit to the helipad, the MGH Police and Security Dispatch Center and The Clubs at Charles River Park. They also had the chance to participate in an MGH version of "Bingo" and "Twenty-five Thousand Dollar Pyramid Meets Family Feud" – games hosted by MGH HR. In the afternoon, children and parents alike learned important health tips at the Children's Health Fair and explored the Ether Dome with Shelly Riley of the Office of Visitor Education Programs. Children received an MGH backpack and baseball cap to remember their special day with their parents at the MGH.

From left, Nicole Croteau, RN, of Blake 10, Kerriana Hall, Kalyn Hutchins and Denise Hall of MGH Emergency Services at the Children's Health Fair

May 4, 2007

MGHHOTLINE

Pamela Wrigley, RN, of the Same Day Surgery Unit, shows some young fairgoers the ropes as Deborah Greenberg, RN, observes.

MGHfC's Children's Health Fair shines

Despite a steady drizzle, hundreds of elementary school students from across Boston and the children of MGH employees entered the Bulfinch Tents April 27 or the MassGeneral Hospital *for* Children's (MGH*f*C) eleventh annual Children's Health Fair. More than 50 MGH and MGH*f*C departments and units hosted booths, offering games, visual aids and other interactive tools to educate the children about health topics and provide information about the hospital's various programs.

The fair's theme, "Happy Feet, Happy Hearts for Health," was based on the popular penguin movie "Happy Feet" and emphasized exercise and nutrition. Nurses, students and other hospital professionals staffed the booths and provided the children with helpful information on topics such as heart, brain and bone health. The kids enjoyed dancing to music spun by Radio Disney's "Kick It Up Kelly" and received giveaway prizes, including jump ropes and hackey sacks, all of which were consistent with the air's message, "Keep those happy feet moving!"

According to Ashley Reardon, MGH*f*C Child Life Services specialist, the fair "helps children learn about the hospital, which helps make the MGH a less intimidating place n case they ever need to come as a patient." June McMorrow, RN, agreed, remarking hat the Children's Health Fair "is a fabulous opportunity for children to learn about the MGH in a nonthreatening context, and it's a great way to meet our future cardiac surgeons!" For pediatric chaplain Rev. Ann G. Haywood-Baxter, MDiv, the event offered a truly pecial moment – a chance meeting with a former MGH*f*C kidney transplant patient, now three years older and, according to Haywood-Baxter, "the picture of health."

Says Mary Louise Kelleher, RN, the event's organizer, "This fair provides children an opportunity to come to the hospital and learn about staying healthy in a fun and safe way. It is one of my favorite events. Best of all, there are many, many smiles." The fair was the concluding event of the MGH*f*C's eleventh annual Children and HealthCare Week, which included events such as Queen for a Day, a visit to the New England Aquarium's Tide Pool, a children and Internet safety seminar and a Moon Balloon workshop, during which MGH*f*C Artist-in-Residence Joan Drescher demonstrated ways caregivers can use art to communicate with patients and aid the healing process. ●

ADVANCES

Lung cancer drug resistance finding

Investigators from the MGH Cancer Center and Dana-Farber Cancer Institute (DFCI) have found a new way some lung tumors become resistant to targeted therapy drugs like Iressa and Tarceva. Their report, which will appear in the journal *Science* and has been released online, describes a totally new resistance mechanism and suggests a treatment strategy for patients with these resistant tumors. "We found that, for 20 percent of patients, resistance to Tarceva or Iressa is caused by the genetic activation of an oncogene that is not the normal target of the drugs, something that has never been seen before," says Jeffrey Engelman, MD, PhD, scientific director of the MGH Center for Thoracic Cancers and the paper's lead author.

Iressa and Tarceva are used to treat advanced non-small-cell lung cancer, the leading cause of cancer deaths in the United States. In 2004, research teams from the MGH and DFCI found that only tumors in which the gene for EGFR, the drugs' target protein, is mutated in a particular way were sensitive to treatment with these drugs. Those tumors respond to targeted drugs rapidly and dramatically, but eventually they become resistant and resume growing. Half of the time, a secondary mutation interferes with the drugs' binding to EGFR, but what leads to other cases of resistance has been unknown.

In the current study the MGH/DFCI research team discovered that, in some resistant cells, the signalling pathway controlled by EGFR is reactivated by a different oncogene called MET, bypassing the blockage of EGFR. They also found that treating those tumor cells with both Iressa and an MET inhibitor led to cell death, suggesting that a combination treatment may effectively treat resistant tumors, something they hope to test in a future clinical trial.

WHAT'S HAPPENING

MGH history tour spring/summer schedule
The MGH Office for Visitor Education Programs offers history tours of the MGH on the third Friday of every month from 12:30 to 1:45 pm. The spring and summer 2007 tour dates are May 18, June 15, July 20 and Aug. 17. Tours begin in the White Lobby and are limited to 25 people and registration is required. To register, e-mail full name and department to *mghvep@partners.org*. For more information, call Shelly Riley at (617) 726-8363.

Eldercare discussion group
The Employee Assistance Program will host its monthly eldercare discussion group May 8, from noon to 1 pm in the Yawkey Center, Room 10650. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

2007 Collins Lecture Series
As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Endothelial and Epithelial Cell Apoptosis in the Acute Radiation Syndrome and During Radiation Therapy" May 8, from 5 to 6:15 pm in the Ether Dome. David Kirsch, MD, PhD, of MGH Radiation Oncology, will present. For more information, call Julie Finn at (617) 724-1155.

Methods in Bioengineering Conference
The MGH Center for Engineering in Medicine and the Harvard-MIT Division of Health Sciences and Technology will co-host the second annual Methods in Bioengineering Conference July 12 and 13 in the Kresge Auditorium at MIT. The conference will cover current state-of-the-art technologies in BioMEMS, regenerative medicine, functional imaging, opto-electronics and cellular modeling. For more information or to register, visit *cem.sbi.org/MiB*.

Senior HealthWISE events
MGH Senior HealthWISE will host a guided tour of the Howard Ulfelder, MD, Healing Garden on the eighth floor of the Yawkey Center May 14, from 1:30 to 2:30 pm. Lisa Couto, project coordinator for the MGH Cancer Center, will lead the tour. Registration is required. For more information or to register, call (617) 724-6756.

Zervas Lecture
The eighth annual Nicholas T. Zervas, MD, Lecture, "The Molecular Basis for IGF Deficiency" will be held May 15 at noon in the Ether Dome. Ron G. Rosenfeld, MD, senior vice president for Medical Affairs at the Lucile Packard Foundation for Children's Health, will present. For more information, call Ivy Babbitt at (617) 726-3870.

Support Service Employee Grant information session
MGH Training and Workforce Development will host a Support Service Employee Grant information session May 9, from 11 am to 1 pm outside the Eat Street Café. The grant is open to eligible non-exempt employees working in clinical, technical, service and clerical positions. For more information or to download an application, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm*.

Summer Jobs Programs
Part-time summer help is available for MGH departments through two MGH Community Benefit youth employment programs: SummerWorks and Jobs for Youth. Students from the James P. Timilty Middle School, East Boston High School and the Health Careers Academy spend 25 hours per week at the hospital, Monday through Friday, from early July through the end of August. The programs are supported by an on-site manager who works closely with participating departments and student employees. The programs are funded by MGH Human Resources and are available at no cost to hospital departments. For more information, contact Dan Correia at *dcorreia@partners.org* or (617) 724-6424.

MGH Clinical Research Day

The fifth annual MGH Clinical Research Day will be held May 17 with the theme "Transforming Clinical Research through Genetics and Genomics." The day will begin at 8 am in the O'Keeffe Auditorium with a presentation by guest speaker Aravinda Chakravarti, PhD, director of the Center for Complex Disease Genomics at the Johns Hopkins School of Medicine and president elect of the American Society of Human Genetics. At 10:45 am, a poster session will be held in the Bulfinch Tents. In the afternoon, two Genetics courses will be offered in the Richard B. Simches Research Center.

For more information about the day's events, call (617) 726-1669, e-mail *crpedu@partners.org* or visit *www.massgeneral.org/crp/docs/clinicalresearchdayschedule2007.htm*. For more information or to register for the afternoon courses, visit *hub.partners.org/catalog/crp-geneticliteracy* and *hub.partners.org/catalog/crp-2007-openhelix*.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
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BUILDING FOR THE THIRD CENTURY

Rendering of the B3C and the MGH front entrance

THROUGHOUT ITS HISTORY, the MGH has built and sustained its preeminence by never standing still, always remaining focused on improving, serving, evolving. It is a process of persistent evaluation, revision and rebuilding to meet the ever-changing demands of advancing technologies and new health care challenges. At its center is an overriding concern for the patient, who remains the focus of every decision and every change. Now, once again, significant change is about to unfold. The MGH is preparing to begin construction of a 530,000-square-foot clinical facility – the Building for the Third Century (B3C).

FOR THE PAST TWO YEARS, MGH STAFF, architects, planners and others have collaborated to meticulously design and plan this new building to house emerging sophisticated technologies for the care of patients receiving emergency, radiation oncology, surgical, neurological and cancer care.

Slated to open in 2011 – the hospital's bicentennial – the building is a testimony to the MGH's commitment to its patients. With 10 floors above ground and four below, the B3C will help transform and modernize the hospital and make the campus more patient-friendly and easy to navigate.

Situated at the heart of the MGH campus – where the Clinics, Tilton and Vincent Burnham Kennedy (VBK) buildings now stand – the B3C will feature five acute care and intensive care inpatient floors dedicated to neurology, neuro-oncology, neurosurgery and cancer care. All patient rooms will be spacious and single occupancy, providing privacy and enhancing the healing environment with space for families and visitors.

The new building also will feature three floors of integrated inpatient and outpatient services, including specially designed procedure rooms with supporting perioperative services to comfortably accommodate patients recovering from surgery. An expanded and reconfigured Emergency Department with a separate and covered ambulance entrance will provide the hospital with more space and technology to care for some of the most critically ill or injured patients entering the MGH. A new Radiation Oncology unit will be built adjacent to collaborative departments, offering improved coordination of patient care. In addition, the building will include spacious facilities for central sterile processing and a loading dock set back from neighborhood streets.

Green space will be a prominent feature of the B3C. Two roof gardens and one large atrium, with plants and natural light designed to filter into patient and staff areas, will create a soothing and welcoming environment for all.

To facilitate access to the rest of the MGH campus and foster clinical collaborations, the B3C will link directly to the White and Ellison buildings, as well as the Yawkey Center for Outpatient Care, which will connect via a new pedestrian bridge.

Acute and intensive care patient rooms feature the latest technology and dedicated space for family and visitors.

Five floors for neurosciences and cancer care

ACUTE AND INTENSIVE CARE BEDS DEVOTED TO THE CARE OF PATIENTS ON CANCER, neurology, neuro-oncology and neurosurgery units will comprise the top five floors of the B3C. From the initial phase of planning for the building, clinical leadership at the MGH has worked with architects and planners to design patient rooms driven by a concern for safety, comfort and the promotion of healing for patients and families.

Architects in turn collaborated with hospital caregivers to plan patient rooms that will be private and uniform, offering natural light, views of the building's indoor atrium and space for families to be involved in care.

In addition to addressing the medical needs of patients, the acute and intensive care floors were designed to give MGH neurosciences staff access to advanced neuroimaging technology, including a magnetic resonance imaging scanner, a computed tomography scanner and a positron emission tomography scanner. The Neuroscience Intensive Care Unit imaging suite also will incorporate a state-of-the-art research laboratory.

The B3C will facilitate networking and exchange between neuroscience specialties and colleagues across multiple disciplines. The building will have a dramatic effect on the standard of care provided to patients, fostering an important synergy among MGH neurologists, neurosurgeons and neuroradiologists needed to achieve the highest standards of patient care and clinical research.

The new building will also help those patients receiving cancer care. With the MGH Cancer Center's pressing need for additional beds, the relocation and expansion of cancer inpatient space to the B3C will increase the number of dedicated beds for medical oncology patients from 26 to 64. Oncology patients and clinicians will benefit from close proximity to the Francis H. Burr Proton Therapy Center, Radiation Oncology and the cancer programs located in the Yawkey Center for Outpatient Care.

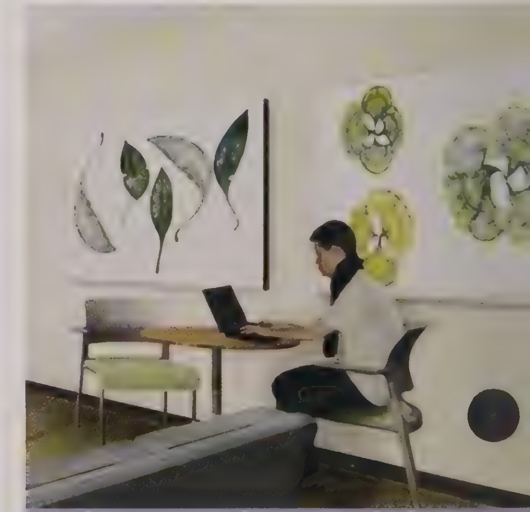
The next generation of MGH Radiation Oncolog

WITH THE GOAL OF DELIVERING THE best possible care experience for all patients, an expanded Radiation Oncology unit, named the James M. and Ruth P. Clark Center for Radiation Oncology, will be constructed on the B3C's below-ground floors. The new center will include expanded patient and support space and an open floor plan, which will improve access for patients and facilitate coordination among disciplines.

The center's convenient location adjacent to the Francis H. Burr Proton Therapy Center will help streamline patient care and increase the efficiency of related services. With the latest in sophisticated medical techniques and equipment, including image-guided therapies that deliver highly precise x-rays to tumors, patients will receive leading-edge care and safety.

Among the new amenities for patients and families will be computer education kiosks in waiting areas and a patient area where yoga classes, massage therapy, on-site social work services and nutrition offices will be located. Technicians will have large, private control rooms, and clinicians will be able to make use of ample spaces near treatment areas, which will increase in number from five to eight. A new multipurpose conference room will allow for larger departmental meetings.

The new building will enable the MGH to remain at radiation oncology's forefront in the years to come. ●



Waiting areas provide comfortable seating and space for families and visitors.

Operating/procedure rooms will include medical imaging technology.

B3C sets new standards in surgery

BECAUSE MEDICAL IMAGING HAS VIRTUALLY REVOLUTIONIZED THE practice of medicine over the past decade, architects and clinicians designing the B3C's operating/procedure floors took the opportunity to incorporate medical imaging technology directly into these rooms. Surgical and interventional rooms that support image-guided procedures will share space, allowing for greater cross-collaboration and enhanced patient care.

Three floors will be dedicated to inpatient and outpatient procedures, and each will integrate operating rooms supporting pre- and post-operative care to enable timely coordination of surgical treatment. Twenty-nine operating rooms will be built, and the new suite will house 66 perioperative bays.

The new configuration will enhance comfort and reduce waiting times for patients being escorted from a newly designed waiting and pre-operative area in the Wang Ambulatory Care Center to their assigned procedure room in the B3C or Main Operating Room. Patients also will benefit from improved accommodations in perioperative bays, which will feature more privacy with three-walled structures and enough space to accommodate family members.

The B3C's procedural floors have been designed to incorporate advancing technology and foster collaboration among clinicians from various MGH specialties. For example, neurosurgeons will be able to perform brain surgery facilitated by brain scans involving a 3-Tesla MRI, a state-of-the-art system faster and more powerful than imaging equipment used in today's operating rooms.

All of the procedure rooms will be equipped with multiple ceiling-mounted booms that will store equipment off the floor, allowing it to be moved closer to the patient and improving ergonomics for the staff working in these rooms. Clinicians will be able to view real-time images on both boom-mounted and large flat-screen monitors.

Advanced information technology in these rooms will allow cases to be recorded or broadcast to aid in the training of MGH staff and clinicians in remote locations. ■

A new era of emergency care

THE MGH EMERGENCY DEPARTMENT (ED) HAS LONG STRUGGLED WITH limited space and crowded facilities to accommodate an ever-increasing number of patients. Historically, almost half of all inpatient admissions to the MGH have come through the ED. The B3C will offer a timely solution to this critical issue, enabling emergency services to be reorganized, expanded and improved.

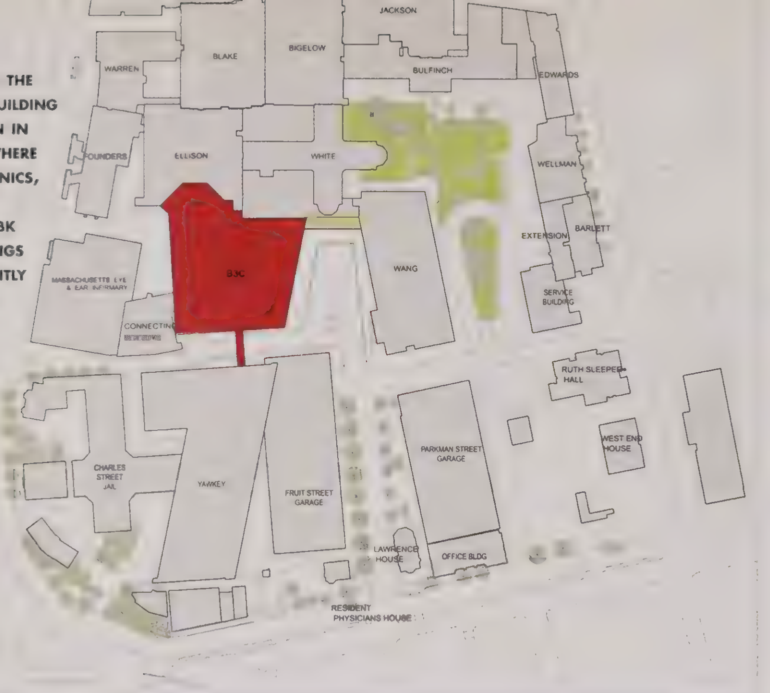
Named the Sumner M. Redstone Emergency Department, the new ED will have a protected ambulance entrance shielding emergency patients from inclement weather. Dedicated ambulance access will keep emergency vehicles separate from all other hospital traffic.

The Sumner M. Redstone Emergency Department

As a Level 1 Trauma Center, the MGH must always be prepared to confront the worst-case scenarios, such as terrorist attacks or natural disasters. The new ED will feature facilities designed for the large- and small-scale decontamination of patients, as well as enhanced capabilities to isolate and care for individuals infected with transmissible airborne infections with the addition of eight negative-pressure treatment rooms.

Patient treatment rooms will be fully enclosed for privacy and reduced noise, and ED patients should experience reduced wait times with the implementation of a new system to shorten the time from arrival to evaluation by a physician and nurse team. Eleven rooms will be added or renovated to care for critical patients in new, state-of-the-art critical care trauma rooms. Patients seeking care in the enhanced ED will find waiting areas filled with natural light where they can sit with family. Recognizing a growing demand for communication, the ED also will include a special area where people can connect laptops.

Finally, acknowledging that the needs of the MassGeneral Hospital *for* Children's pediatric emergency patients and their families call for special accommodations, the new ED will incorporate a pediatric-centered space within the general department. Plans include a separate waiting area, offering young patients and their families a calm and comforting atmosphere as well as direct access to specialists in pediatric emergency care.



SITE OF THE NEW BUILDING SHOWN IN RED, WHERE THE CLINICS, TILTON AND VBK BUILDINGS CURRENTLY STAND

Reshaping the MGH campus

WHEN THE YAWKEY CENTER FOR OUTPATIENT CARE OPENED in 2004, more than 100,000 square feet was vacated throughout the hospital. This opened up an opportunity for the MGH to accomplish two major objectives – to vacate the Clinics, VBK and Tilton buildings in preparation for construction of the B3C, and at the same time launch a three-year campus renovation campaign to better accommodate patients, staff and visitors and further the strategic and facility plans of the hospital.

"The MGH seized a rare opportunity, with so much clinical space vacated at once, to bring additional outpatient practices together into more efficient suites and patient-friendly locations," says Jean Elrick, MD, senior vice president for Administration. "We have consolidated, reorganized and renovated much of the space to yield a vastly improved campus system."

Most of the MGH ambulatory visits on campus now occur in recently renovated suites around the hospital perimeter. Inpatient, operating room and high-tech treatment facilities, including the B3C, will be concentrated in the center of the hospital. Administrative offices from the Clinics, VBK and Tilton buildings now are moving to leased sites near the campus and to vacated floors in buildings better suited for administrative functions.

The ongoing series of campus reshaping projects will continue through mid-July. Some of these moves have included the Pediatric Intensive Care Unit's expansion and relocation from Ellison 3 to Bigelow 6 and the relocation of MGH neurosciences offices and ambulatory care suites to Wang 7. The following departments have recently vacated the Clinics, VBK and Tilton buildings: the Harvard Credit Union and MGH Human Resources Employee Access Center to Bulfinch 1; Volunteer and Interpreter Services to the Gray Basement; the Chaplaincy, inpatient Social Work and Operating Room Nursing to Founders 6; and Biomedical Engineering to Ellison 3 and Ruth Sleeper Hall.

The reshaping of the MGH campus will be highlighted in a special *MGH Hotline* insert later this summer.

Behind the scenes support

SURGERY CANNOT BE PERFORMED SUCCESSFULLY WITHOUT STERILE instruments and materials. To provide this vital function, the Sterile Processing Department (SPD) is a virtual hive of activity as staff daily manage the sterilized instrumentation requirements of MGH doctors and nurses. As volume and advancing technology have increased the need for space devoted to this critical activity, the new building includes plans for a much-needed expansion of the SPD from the 8,000 square feet the department occupies today to a state-of-the-art, 24,000-square-foot facility below ground.

The new SPD will centralize the management, purchasing and distribution of sterile bulk supplies and instrumentation and will be among the largest of its kind in the United States. Furthermore, the new SPD will house the latest technology, equipment and information systems, allowing instrumentation and supplies to be tracked from request to delivery.

Clinical work stations have a direct view into patient rooms and offer space for clinical collaboration.

To view dozens of architectural renderings and take a peek at the MGH of the future, access the new B3C Website at *www.massgeneral.org/building3c/.* Campus changes and construction updates are also available on the site.

May 11, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

"Salute to Nurses" of OR 36: The voices for burn patients

Despite the intense environment in MGH Operating Room (OR) 36, the hospital's burn OR, the staff there smiles due in large part to the spirit of the unit's four core nurses – Elizabeth Viano, RN; Linda Bracey, RN; Terry Leddy-Fitzgerald, RN; and Ann Doig, RN. The nurses were featured in the fifth annual *BostonWorks* "Salute to Nurses" publication, a special supplement of the May 6 *Boston Globe*.

The women were selected as honorees from more than 200 nominees from throughout New England for their demonstrated compassion, competency, communication and clinical skills. Nominated by Colleen M. Ryan, MD, surgeon for the MGH Burn Service and co-director of the Sumner Redstone Burn Center, Viano, Bracey, Leddy-Fitzgerald and Doig were described as "invisible heroes."

"In OR 36, what the patient sees is their thoroughness and kindness," says Ryan. "No matter their condition or walk of life, the patients are treated with the utmost respect and professionalism. These nurses are unsung heroes who provide extraordinary care with grace, empathy and compassion to people in the most desperate of situations."

The four nurses describe their work as challenging yet greatly rewarding. They agree that the bonds and camaraderie that they have developed have kept them together in the Burn Service for more than 30 years combined. "We really consider ourselves a family," says Viano. Leddy-Fitzgerald agrees, saying, "There's a tight bond among the nurses, surgeons and anesthesia team. We respect one another for the work that each does. The surgeons ask our opinions about treatments and truly consider our input."

Dedication to their patients is their first priority. Doig's care extends well beyond the patients' clinical needs and includes brushing their teeth, washing their hair and taking care of the patients in ways they cannot themselves. Bracey says about their work, "When the patients arrive, they may be intubated and sedated, but they can hear. We are the voices for our patients who can't speak for themselves."

Viano, Bracey, Leddy-Fitzgerald and Doig joined their nursing colleagues from across New England at a breakfast event May 9 celebrating all of the honorees, as well as the nursing profession, at the Westin Copley Hotel. ●

5th Annual
BostonWorks
Salute to Nurses
2007

From left, Leddy-Fitzgerald, Viano, Doig and Bracey

"Salute to Nurses" MGH nominees

Nurses from across the MGH were nominated for the 2007 Salute to Nurses honor. The following is a complete list of all MGH nominees:

Donna Blakely
Kathleen Callahan
Katie Dakin
Mary Day
Alice DuBois
Anne Fiore
Robin Grossman
Coral Hagen
Janet Hamilton
Peter Hayes
Margaret Hickey
Joanne H. Jupp
Gina Kelly
Lisa Martin
Anne McFadd
Claire Moore
Joyce Murray
Colleen Snydeman
Ayanna Richardson
Maria Wallace
Connie Wilson
Hye Young Im
All Mass General West nurses – Preop/OR/PACU
Entire staff – Phillips House, Floor 20

Parents and pediatric patients benefit from coordinated care

MassGeneral Hospital *for* Children (MGH*f*C) caregivers had the opportunity to hear a presentation entitled "The Coordination of Care for Children with Special Health Care Needs in the Hospital and at Home" from two perspectives – that of a mother of a child with special health care needs and that of the child's MGH*f*C primary care provider – at the April 27 John D. Stoeckle Center for Primary Care Innovation seminar.

From left, Holt-Donovan, Seashore and Patricia Gavin, Stoeckle Center program coordinator

Kristen Holt-Donovan, member of the Stoeckle Center Advisory Board and mother of MGH*f*C patient Katie, described her daughter's complex medical care, which has included not only a primary care physician but also a variety of specialists. Her experience caring for Katie gave her the concept for the MGH*f*C Coordinated Care Clinic (CCC), which she was instrumental in helping to design.

The CCC launched in December 2006 and consists of four MGH*f*C pediatricians and a family adviser who acts as a resource and support person for families of children with special health care needs. Holt-Donovan explained that the clinic serves as a network of support to assist with managing treatments among providers, including the primary care physician, pediatric specialists, physical therapist and other allied health professionals.

Carl Seashore, MD, is Katie's primary care physician at Mass General West and associate pediatrician at the CCC. "Kristen's vision and hard work were behind the formation of the Coordinated Care Clinic," he says. "We are grateful to her and Katie for their roles in developing this important resource for our patients and their families." Both Seashore and Holt-Donovan stressed that good communication among the providers, parents and the patient is essential for optimum care of children with special health care needs.

The CCC is located in the Yawkey Center for Outpatient Care, Suite 6D. For more information or to schedule an appointment, call (617) 643-0606. ●

Honoring MGH Pathology Service professionals

The dedicated employees of the MGH Pathology Service are responsible for essential, behind-the-scenes aspects of patient care – conducting tests, analyzing results and helping clinicians make treatment decisions. These staff members were honored for their diligence, commitment and dedication to patients as the department celebrated National Medical Laboratory Professionals Week April 23 through 27.

The week began in the Ether Dome with a presentation on the history of the department and its future initiatives. Featured speakers were Anand Dighe, MD, PhD, director of the Core Laboratory; James Happel, DLM, technical director of Surgical Pathology; A. John Iafrate, MD, PhD, director of Diagnostic Molecular Pathology; Kent Lewandrowski, MD, director of Clinical Services in Pathology; and David N. Louis, MD, MGH pathologist-in-chief. On April 26, Pathology staff members were treated to a special breakfast, where they were served by department leadership. The week's festivities concluded with a sundae party, where Ann Mattola, a medical technologist in the Immunopathology Unit, was awarded a pair of raffled Red Sox tickets. For more information about the MGH Pathology Service, visit *www.massgeneral.org/pathology*.

From left, Happel, Iafrate, Louis, Lewandrowski and Dighe

Rev. Ann Haywood-Baxter and Rabbi Ben Lanckton are committed to practicing hand hygiene.

Healing hands, clean hands

When an MGH Chaplaincy staff member is called upon by a patient for spiritual and religious guidance, he or she becomes an intimate part of that patient's care team. Working in close contact with patients, their family members and visitors means that Chaplaincy staff, like other health care providers, have an important role in preventing the spread of infections at the MGH. Therefore, they are committed to a critical goal – practicing proper hand hygiene.

In the Chaplaincy, staff members work together to remind each other to use Cal Stat – an alcohol-based hand disinfectant – before and after contact with the patient or the patient's environment. The importance of practicing hand hygiene is often discussed during daily staff gatherings, and signs and reminders are posted in public areas such as conference rooms and near staff mailboxes.

"Chaplains are committed to caring for the human spirit in everyone, which means the whole person," says Michael McElhinny, director of the Chaplaincy. "As we meet the spiritual needs of patients, we also want to practice good hand hygiene to prevent the spread of infections. No matter what role one plays on the health care team, we must take the time to protect our patients by using Cal Stat and by practicing other infection control measures."

For more information about hand hygiene at the MGH, contact the Infection Control Unit at (617) 726-2036. ●

Saving for the future: Retirement planning events

Planning for retirement is an important process, but one that can be difficult to navigate. During the months of May and June, the MGH will offer a number of planning events and seminars to assist employees in learning about the resources available at the MGH to help them save for retirement. Below is a schedule of upcoming events.

Tax-Sheltered Annuity Fairs

Representatives from Fidelity, TIAA-Cref and Vanguard will be available to discuss tax-sheltered annuities (TSAs), which can help employees build retirement savings and reduce current taxes. Unlike most other benefits that only can be changed during the open enrollment period, contributions to TSAs can be changed anytime during the year.

May 23, from 7:30 am to 4 pm in the Thier Conference Room

May 24, from 8 am to 11 am at CNY 149, Center Lobby

May 24, from noon to 3 pm at the Schrafft Center, PHS Board Room, fifth floor

Financial Planning Seminars

May 23, from 9 to 10 am in the Burr Conference Rooms – Vanguard

May 23, from noon to 1 pm in the O'Keeffe Auditorium – Fidelity

May 23, from 2 to 3 pm in the O'Keeffe Auditorium – TIAA-Cref

MGH Cash Balance Retirement Plan and Retiree Medical Program Sessions

These sessions will provide an overview of the MGH Cash Balance Retirement Plan and the Retiree Medical Program. Topics such as eligibility considerations and plan costs will be covered.

May 29, from 7:30 to 8:30 am in the O'Keeffe Auditorium

May 30, from noon to 1 pm in the O'Keeffe Auditorium

June 6, from 2 to 3 pm in the O'Keeffe Auditorium

June 12, from noon to 1 pm at CNY 149, Research Affairs Room A

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WHAT'S HAPPENING

Update on Medical Service Blood Drive Challenge

During the month of May, nurses and physicians in the Department of Medicine are invited to participate in the annual Medical Service Blood Drive Challenge. After the first week, the nurses are in the lead. The Blood Center is located in the Gray Lobby and is open for donations Tuesday through Thursday, from 7:30 am to 5:30 pm and Friday, from 8:30 am to 4:30 pm. For more information, call (617) 726-8171.

Senior HealthWISE hypertension screenings

MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks May 21, from 1:30 to 2:30 pm at the West End Civic Association Community Room, One Emerson Place. For more information, call (617) 724-6756.

2007 Collins Lecture Series

As part of the 2007 Collins Lecture Series, the MGH Department of Radiation Oncology will host "Biology as Information: Genomics and Medicine in the 21st Century" May 15, from 5 to 6 pm in the Ether Dome. Eric Lander, PhD, founding director of the Broad Institute of MIT and Harvard University, will present. For more information, call Julie Finn at (617) 724-1155.

Neurorestoration Symposium

The MGH and Massachusetts Eye and Ear Infirmary are co-sponsoring a Neurorestoration Symposium June 7 and 8 at the MGH. The symposium will focus on new and emerging technologies for nervous system augmentation or repair and will explore techniques for restoration of vision or hearing, cortical implants to treat motor system disease and deep brain stimulation for the treatment of movement disorders, epilepsy and psychiatric disorders. Attendees are eligible for a maximum of 12 AMA PRA Category 1 Credits. For more information or to register, visit *brain.mgh.harvard.edu/Neurorestoration.*

Medical Billing open house

The MGH will host a Medical Billing open house May 15, from 7 am to 7 pm at CNY, 62 13th St. The open house will feature job opportunities in the Professional Billing Office, and managers will be available to meet with candidates. Applicants must have a minimum of one to three years of related work experience. Other professional and managerial positions also are available. For more information, visit *www.mghcareers.org.*

Wellman Center lecture

The MGH Wellman Center for Photomedicine lecture series will offer "Photobiomodulation of Primary Neurons Functionally Inactivated by Toxins: Role of Cytochrome C Oxidase," May 15, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Margaret Wong-Riley, PhD, of the Medical College of Wisconsin, will present. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

Emergency Preparedness Day at MGH Revere

The MGH Revere HealthCare Center is hosting an Emergency Preparedness Day May 16, from 9 am to 7 pm. Information will include tips for developing a family disaster plan, as well as plans for communication, children, pets, and special needs populations. For more information, contact Craig Cochran at (617) 726-0312 or *ccochran@partners.org.*

Loan forgiveness program for PCPs

MGH primary care physicians (PCPs), medical students, residents and interns now can apply for a new loan forgiveness program, the Primary Care Physician Loan Repayment Program, managed by the Massachusetts League of Community Health Centers and funded by a Bank of America-Partners HealthCare Primary Care Physician Initiative. Applicants must agree to work in primary care in community health centers for at least two years and will receive up to $25,000 a year for three years toward the repayment of medical school loans. Applications are reviewed on a rolling basis and are due by June 1. Decisions will be announced July 1. For more information, visit *www.massleague.org.*

National Women's Health Week

In honor of National Women's Health Week, the Women's Health Coordinating Council, in collaboration with the MGH Heart Center and the Benson-Henry Institute for Mind Body Medicine at MGH, will host an information table in the Main Corridor May 16, from 11 am to 2 pm. Staff will be available to answer questions and share information about HPV vaccines and testing, new cardiac guidelines for women and mind/body health for women.

Thomas F. Deutsch Memorial Symposium

The MGH Wellman Center for Photomedicine and CIMIT will co-host the Thomas F. Deutsch Memorial Symposium May 18, from 4 to 6 pm in the Thier Conference Room. A reception will follow. For more information, contact Suzanne Harvey at *seharvey@partners.org* or (617) 726-1588.

Schwartz Center "Celebration of Women in Health Care"

The Kenneth B. Schwartz Center will host a "Celebration of Women in Health Care" May 23, from 5 to 7:30 pm at Tufts Health Plan, 705 Mt. Auburn St., Watertown. Guest speaker Mara Aspinall, president of Genetics at Genzyme, will discuss "Mixing Compassion and Science is Truly the Best Medicine." Admission is $75. For more information, call (617) 724-4746.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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May 18, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Everyday heroes: The MGH celebrates Nurse Recognition Week

Nurse Recognition Week is a time to reflect upon the important contributions of nurses to the quality of care, culture of learning and collaborative environment at the MGH. This year's 12th annual celebration, which ran from May 6 through 11, featured a variety of speakers, research events and opportunities for nurses to network – all to honor the hard work, dedication and enthusiasm of MGH nurses and to thank them for all that they do.

The events kicked off with a staff nurse breakfast May 6, which, together with a second one held May 10, were attended by more than 1,000 nurses. On May 7, the MGH hosted two national speakers: Beverly Malone, RN, PhD, FAAN, president of the National League for Nursing; and Patricia S. Yoder-Wise, RN, EdD, CNAA-BC, FAAN, president of the American Nurses Credentialing Center. Malone spoke about professionalism and the importance of nurses in patients' lives, while Yoder-Wise, whose organization oversees Magnet designation, presented the latest research from the Gallup Organization about how to engage the workforce.

Nursing research was Tuesday's focus, and two teams of MGH nurses presented their findings in the morning sessions. The 13th annual Yvonne L. Munn Nursing Research Awards and Nursing Research Lecture took place in the afternoon. Dorothy Jones, RN, EdD, FAAN, the newly-appointed director of the Yvonne L. Munn Center for Nursing Research, presented four research grants to teams of MGH nurses, as well as one postdoctoral fellowship.

On Wednesday, MGHers enjoyed a performance by Kathleen Duckett, RN, director of Clinical Programs for Partners Home Care. In her one-woman show, "Florence Nightingale, a Medical Revolutionary," Duckett told the inspiring story of the founder of modern nursing.

The week's events culminated with a special address by Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, entitled "Nurses: Everyday Heroes." In this multimedia presentation, Ives Erickson spoke to a capacity crowd in the O'Keeffe Auditorium about the nature of heroism and the situations in which one encounters it. She went on to enumerate what she perceived to be "the eight qualities of nurses as heroes," which are courage, honesty and integrity, caring, helping others, focus and skill, belief in others and in the self, innovation and the willingness to take a journey.

Ives Erickson concluded by thanking the nurses for their indispensable contributions to the MGH. "I'm privileged to be surrounded by 3,800 heroes," she said. ●

MGH nurses, from left, Diane Carroll, RN; Virginia Capasso, RN; Anastasia Tsiantoulis, RN; Mary Larkin, RN; and Marion Phipps, RN

New director of Munn Center named

In a historic appointment, Dorothy Jones, RN, EdD, FAAN, has been named the first director of the Yvonne L. Munn Center for Nursing Research at the MGH.

Jones joined the MGH in 1988 as a clinical nurse specialist consultant with the Department of Quality Assurance, Research and Staff Development and has served the Department of Nursing as a senior nurse scientist since 2000. In October 2006, she assumed an active role in leading the Munn Center through a transitional period, identifying the infrastructure and resources required to support nursing research at the MGH.

"Dr. Jones has been seeding nursing research at the MGH for nearly 20 years through open dialogue with leadership and staff about their practice," says Jeanette Ives Erikson, RN, MS,

(Continued on page 2)

Jones

– Munn Center

(Continued from page 1)

senior vice president for Patient Care Services and chief nurse. "More importantly, she has taught them about the art and science of nursing by coaching them in the conduct and utilization of nursing research."

A dedicated educator, Jones is a professor of Adult Health Nursing at the William F. Connell School of Nursing at Boston College, and recently served as a visiting professor at the University of Navarra School of Nursing in Pamplona, Spain. She is the recipient of many professional honors and awards, including two *American Journal of Nursing* Book of the Year Awards, the Distinguished Alumni Award from Indiana University, the Teaching Excellence Award and the first Dorothy A. Jones Award for Knowledge Development and Human Becoming, both from Boston College. Jones also has served as president of the Eastern Nursing Research Society and the North American Nursing Diagnosis Association and is a fellow in the American Academy of Nursing. She has authored numerous books and articles and is currently a member of the advisory editorial board of the journal *Nursing Research.*

Among her many research accomplishments, Jones recently completed a National Institutes of Health-National Institute of Nursing Research grant on the "Efficacy of Nurse Coaching to Aid Ambulatory Surgery Patients During Recovery at Home." Her research focuses on language development and classification, instrument and theory development and testing, particularly regarding Margaret Newman's theory of health as expanding consciousness.

Jones earned her nursing degree from Long Island University and holds a master's degree from Indiana University and a doctorate from Boston University.

The MGH wins AHA Fit Friendly Award

Encouraging employees to stay healthy and fit has long been a priority of the MGH. Employees' good health benefits not only the workforce itself, but also patients, colleagues and the institution as a whole.

To honor the MGH's commitment to its workforce's healthy and active lives, the American Heart Association (AHA) recently awarded the hospital its Fit Friendly Award. The award acknowledges employers who champion the health of their employees and work to create a culture of physical activity and healthy eating in the workplace.

Since the hospital launched its Be Fit program in 2005, MGHers have found an ally in reaching their health and fitness goals. The program promotes physical activity in the workplace and offers nutritious meal options its employees aiming to stay healthy and fit.

On behalf of the hospital, Jeff Davis, senior vice president of Human Resources, and Michael Gillespie, MPH, executive director of Medicine and administrator for the MGH Heart Center, accepted the award, which was given to only two organizations in Massachusetts. BWH is the co-recipient of this year's award. ●

Loan repayment for primary care physicians

In an effort to address the current shortage of primary care physicians (PCPs) and improve health care access for low- and moderate-income individuals and families, Partners HealthCare and the Massachusetts League of Community Health Centers are offering a new loan repayment program to encourage physicians to practice primary care in community health centers. Funding for the program is provided through a $5 million grant by the Bank of America Charitable Foundation.

MGH primary care physicians, medical students, residents and interns are eligible to apply for the program. Applicants must agree to work in primary care in community health centers for at least two years and will receive up to $25,000 a year for up to three years toward the repayment of medical school loans. Applications will be reviewed on a rolling basis, with the first round of applications due by June 1. Decisions will be announced July 1. For more information, contact Kristen Mason at *kmmason@partners.org* or (617) 585-2812. To download an application, visit *www.massleague.org.* ●

Online nominations for 2007 PIE Awards

Online nominations currently are being accepted for the 2007 Partners in Excellence (PIE) Awards. All MGHers are invited to nominate their colleagues – either individuals or teams – for their creativity, dedication and commitment to excellence throughout the year.

To submit a nomination online, visit *pulse.partners.org/PIE/InstructionsWEB.asp.*

All nominations submitted during the spring and summer of 2007 will be reviewed during the awards selection process in October. Only individuals employed by the institution at the time of selection will be considered for an award. Honorees will be recognized at the annual awards ceremonies, which will be held throughout December 2007 and January 2008.

For more information about the PIE Awards, visit *pulse.partners.org/about/pie_about.htm.* ●

Cancer survivor's donation aids critical research

A generous donation by MGH patient and lymphoma survivor Cheryl Chagnon will be used to aid cancer research conducted by David Scadden, MD, director of the MGH Center for Regenerative Medicine. Chagnon raised funds for the purchase of a sophisticated piece of equipment that will allow MGH researchers to study the biological environment of abnormal cells, leading to a better understanding of the factors that cause them to develop into cancer cells.

The machine was formally unveiled at a special ceremony April 13. Guests included Scadden and Eyal Attar, MD, the MGH physician who treated Chagnon during her illness. During the event, Chagnon also presented a plaque she prepared in tribute to the nurses and physicians who cared for her during her stay on Ellison 14. Mary McNeice, RN, one of Chagnon's caregivers, accepted the plaque on behalf of the Ellison 14 staff.

Chagnon established the Cheryl Chagnon Lymphoma Research Fund, Inc. in 2002 to support and advance cancer research in the Boston area. To date, the organization has raised more than $100,000 for research at the MGH. ●

From left, McNeice, Scadden, Attar, Chagnon and Chagnon's son, Nathan, with the new machine

Update on state health care reform

With the new Massachusetts Health Care Reform Act set to take affect July 1, all state residents age 18 years old and over will be required to have health insurance coverage. Because residents without coverage after this date can face serious consequences – including the loss of their state income exemption tax for 2007 and additional financial penalties in 2008 – the MGH is helping educate employees about the new law. Below is a list of important considerations regarding the Health Care Reform Act.

MGH employees can obtain coverage through the hospital, if eligible, or through an outside source such as a spouse's employer. Employees who qualify for insurance through the hospital but do not currently have coverage can call the Benefits Office at (617) 726-8133.

The state has established the Commonwealth Health Insurance Connector to provide health insurance to residents who do not have coverage through their employers or an outside source. If employees do not qualify for an employer-sponsored health insurance plan, they may want to enroll through a state plan. Information on state-funded insurance and private health insurance plans is available at *www.mahealthconnector.org.*

The act extends coverage for dependents ages 19 through 26 years old. Under the new law, a dependent who loses health coverage due to age (19 years old and over) or loss of full-time student status can continue coverage for up to two years once he or she can no longer be claimed as a tax dependent. All coverage will end the day before the dependent's 26th birthday, even if this is earlier than two years following loss of student eligibility or tax dependency. An employee must be enrolled in an MGH medical, dental and/or vision plan to enroll his or her child. Once an employee's dependent loses MGH group coverage, he or she is eligible for an additional 36 months of coverage under COBRA at a full premium cost. All dependents lose coverage if they marry, even if under age 26.

There is no additional payroll deduction for employees to add a dependent child to their health plan if the employee already has MGH medical coverage. However, if the child is no longer a tax dependent and the employee provides less than half of the child's support, the cost of adding or continuing the child as an individual medical plan member will be included in the employee's income for tax purposes per federal rules. Employees should consult a financial advisor for assistance in understanding how this can affect their taxes.

The new law does not change health coverage for disabled dependents. Unmarried, dependent handicapped children over age 25 still qualify for MGH medical, dental and/or vision insurance if coverage has been continuous since before age 19.

For more information about the act, enrolling in MGH-sponsored health insurance or coverage for dependents, contact the Benefits Office at (617) 726-8133 or *ibenefits@partners.org.* Patients who have questions about the law or need assistance enrolling in insurance can call MGH Patient Financial Services at (617) 726-2191.

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WHAT'S HAPPENING

AMMP scholarships

Members of the Association of Multicultural Members of Partners (AMMP) are eligible to apply for scholarships to assist in the pursuit of degrees and other relevant training. Current employees of the MGH, Partners HealthCare and Spaulding Rehabilitation Hospital are eligible to apply. The application deadline is June 8. For more information or to obtain an application, contact Carmen Vega-Barachowitz at *cvegabarachowitz@partners.org* or visit *www.massgeneral.org/ammp.*

Senior HealthWISE film series

The MGH Senior HealthWISE film series will offer a free screening of "Failure to Launch" May 24, from 1:30 to 4 pm in the Haber Conference Room. Light snacks will be provided. Registration is required. For more information or to register, call (617) 724-6756.

Summer memberships at the Clubs at Charles River Park

The Clubs at Charles River Park is offering MGH Family Summer Memberships for MGH employees who are active members of the club. The package includes one full privilege adult membership and two teen, youth or child memberships for $695. An additional teen, youth or child can be added to the plan for an additional $120. MGH employees also can purchase an Individual MGH Employee Summer Membership for $350. For more information, call (617) 726-2900.

Julie Fund 5K Walk for MGH Cancer Center

The Julie Fund for Women's Cancers will hold its second annual 5K Walk June 9 at Artesani Park in Brighton, Mass. Registration begins at 8:30 am and the walk begins at 9 am. Proceeds from the event will benefit cancer programs and research at the MGH. For more information or to register, visit *www.juliefund.org.*

New Delta Dental ID cards

Next month, Delta Dental will mail plan participants new ID cards featuring a system-generated ID in place of a Social Security number. This change will help ensure the security and privacy of membership information. Some cards may reflect a more current name for the subscriber's Delta Dental plan if the plan's name has changed during the past year, but all benefits will remain the same. New ID cards will be sent to the subscriber and covered family members, if applicable. New cards can be used immediately once they are received and old ID cards should be discarded. Subscribers should show their new card to their dentist so records can be updated with the new subscriber ID number. Plan participants who already have a card with an alternate, non-Social Security number will not receive a new card. For more information, call (800) 872-0500.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

IN GENERAL

Andrea Beloff, administrative director of Burns, Trauma, General Surgery, Plastic Surgery and Surgical Oncology, has been named a fellow in the American College of Healthcare Executives (ACHE). ACHE fellows must pass a rigorous written exam, participate in health care and civic affairs and demonstrate a commitment to the field of health care management through continuing education and professional contributions.

The American Association for Cancer Research (ACCR) has awarded **Daniel Haber, MD,** chief of the MGH Cancer Center, the annual Rosenthal Award. The award is given to an investigator who has made seminal contributions to cancer research with direct implications for the clinical care of cancer patients. Haber also has been elected to serve on the Board of Governors for the AACR.

J. Rodrigo Mora, MD, PhD, assistant immunologist in the Gastrointestinal Unit, has received the Young IBD Investigator Award from the Crohn's and Colitis Foundation of America (CCFA). The award is given annually to investigators in the beginning of their scientific careers who already have a CCFA grant in any category.

Jerrold Rosenbaum, MD, chief of MGH Psychiatry, has been named the recipient of the 2007 C. Charles Burlingame Award from the Institute of Living in Hartford, Conn. The award is presented annually in recognition of outstanding leadership and lifetime achievement in psychiatric research and education.

Natalia Rost, MD, clinical fellow in Vascular and Intensive Care Neurology, received the National Stroke Association's 2007 Research and Clinical Fellowship in Cerebrovascular Disease Award. This two-year grant will support her study of genetic variation in stroke and intracerebral hemorrhage.

Peter Moran, case manager in MGH Emergency Department, has been named president of the Case Management Society of America (CMSA). The CMSA is a multidisciplinary professional organization dedicated to the support and advancement of the case management profession.

The American College of Surgeons (ACS) has named **Andrew L. Warshaw, MD,** MGH surgeon-in-chief, the recipient of the 2007 Arthur Ellenberger Award for Excellence in State Advocacy. The award is presented periodically to recognize a career of outstanding leadership, distinguished service and commitment to protecting patients' access to high-quality surgical care. Warshaw is the chairman of the Board of Directors of the American College of Surgeons Professional Association.

May 25, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH clinicians participate in Nantucket Health Fair

A team of of MGHers, including physicians and nurses, made a special trip to the annual Nantucket Cottage Hospital (NCH) Health Fair May 5 to host a series of educational booths and attend a networking lunch with NCH clinicians. Under a new affiliation with NCH established this year, the MGH is working closely with the hospital to identify opportunities to enhance the services available on the island.

From left, Kathleen McKool, APRN, of MGH Women's Health Smoking Cessation; Nicole Sherry, MD, of MGH Pediatric Endocrinology; John Stakes, MD, of MGH Neurology and the Network Development Team; Tony James, Network Development Team director; Alasdair Conn, MD, of MGH Emergency Services; Patricia Masson, RN, MSN, of Network Development; Linda Duska, MD, of Gillette Center for Women's Cancers; Mary Amatangelo, APRN, of the MGH Stroke Service; and Joseph Garasic, MD, of MGH Peripheral Vascular Intervention. ●

Antarctic honor for chief of MGH Anesthesia

Tucked away in one of the farthest corners of the Earth – Antarctica – is a piece of the MGH. The continent is home to the Zapol Glacier, named in honor of Warren M. Zapol, MD, chief of MGH Anesthesia and Critical Care. Located 800 miles from the South Pole, the glacier can be found between the Tulaczyk and Donnellan Glaciers in the Sentinel Range of the Ellsworth Mountains. The U.S. Board of Geographic Names Advisory Committee on Antarctic Names chose the name in recognition of Zapol's long-term research studying the diving physiology of Weddell seals near Antarctica's McMurdo Station. Over the course of nine summers beginning in the 1970s, Zapol and his team studied the seals to learn how mammals deal with the stress of a long dive. Studying a seal's unmatched ability to hold its breath while diving may improve the understanding of the human respiratory system. Many former and current MGHers also collaborated on the research project, including Robert Schneider, MD; Jesse Roberts Jr., MD; Paul Alfille, MD; Bill Hurford, MD; Jesper Qvist, MD; Konrad Falke, MD; Michael Snider, MD; Paul Wankowicz; Kevin Stanek; Roger Hill, PhD; Greg Guyton, MD; Annie Schuette and Tommy Wonders.

Says Zapol, "I am deeply honored that the scientific achievements of my team have been recognized on the map of Antarctica, a continent dedicated to the peaceful pursuit of science."

The Zapol Glacier

State Rep. DeLeo recognized for role in keeping teens healthy

Employees from the MGH Chelsea and Revere HealthCare Centers recently joined members of the Massachusetts Coalition of School-Based Health Centers and Revere High School student Anthony Enrique to present State Rep. Robert A. DeLeo (D-Winthrop), chairman of the House Ways and Means Committee, with the 2007 Key to Student Success Award at a May 8 ceremony at the Revere High School school-based health center (SBHC). The group presented DeLeo with the award for his continuing dedication to keeping young people in Massachusetts healthy through his support of SBHCs.

Last year, approximately 18,000 elementary, middle and high school students received health care through 56 SBHCs located in schools throughout Massachusetts. Two of these are licensed and operated by the MGH – the MGH Revere School-Based Health Center at Revere High School, which had 715 student visits last year, and the MGH Student Health Center at Chelsea High School, which had 1,351 visits.

For many young people, especially teenagers, SBHCs are their only access to health care. SBHC services go beyond what school nurses traditionally provide and include comprehensive physical exams, immunizations, treatment and prevention of communicable and chronic diseases, and nutritional counseling. They also address two of the leading causes of death among teenagers – drug overdose and suicide – and provide counseling for students who experience depression, drug and alcohol abuse, dating violence and sexual abuse. ●

From left, Roger Pasinski, MD, medical director of MGH Revere; Debbie Jacobson, administrative director of MGH Revere; DeLeo; Amy Oh, MD, medical director of Adolescent Programming for MGH Revere; Anna Berrian, NP, of the MGH Revere School-Based Health Center and Adolescent Health Center; and Ernia Hughes, executive director of the Massachusetts Coalition of School-Based Health Centers

MGH Community Health Associates' new Wellness Center

MGH Community Health Associates, the body that oversees the MGH's four Boston-area health centers, celebrated the opening of a new Wellness and Health Promotion Center April 12 at the MGH Revere HealthCare Center. The center's new resources, as well as partnerships with different MGH departments and community agencies, will help advance its mission of providing primary and preventive community health services to the low-income, uninsured and underserved populations of the North Shore.

The new center features a large yoga room with ocean views, a private treatment room for acupuncture, a comfortable counseling room and the newly renovated Access to Resources for Community Health room, which offers high-quality health information services to local residents and professionals. Wellness and health promotion services also will be available on-site at the MGH health centers serving Charlestown and Chelsea.

"Our goal is to enhance the well-being and quality of life for patients served by the MGH community health centers. The center provides culturally appropriate, easily accessible and affordable health programs," says Kathleen Miller, RN, MA, director of the center. To achieve this, the center has formed partnerships with several programs, including the MGH Women's Heart Health program, the MGH Benson-Henry Institute for Mind Body Medicine, the MGH Revere Physical Therapy program and the New England School of Acupuncture.

The road to opening the center began several years ago with the vision of Anne Richmond, MPH, director of Community Health Associates, and the support of Sally Iles, associate vice president for Primary Care Administration. Says Richmond, "We are thrilled to be able to provide additional health and wellness programs to MGH health center patients and do it in a way that advances scientific knowledge about the benefits of these programs for patient's health and well-being."

A wish list becomes reality

When 13-year-old Rachel Barnes was diagnosed with Hodgkin's lymphoma in January 2007, she and her family received an outpouring of support from their community of North Andover, Mass. While the entire Barnes family was grateful for the encouragement and assistance from friends and neighbors, they knew they weren't the only family coping with a child's serious illness. They wanted the many other young patients at the MassGeneral Hospital *for* Children (MGH*f*C) to share in the same kindnesses they had received. Therefore, the family coordinated a series of toy drives to collect items included on the MGH*f*C's wish list, such as puzzles and games, to help entertain children receiving treatment at the hospital.

The soccer team of Rachel's 10-year-old sister, Rebecca, held the first drive, which was spearheaded by Gail Stabile, the parent of a team member. A second drive was organized with the help of Tara Ingalls, a colleague of Rachel's father, Joe. Ingalls collaborated with Donna Hajjar – whose 15-year-old son, Adam Bardwell, also has been treated for cancer at the MGH*f*C – to host a drive at Learning Path Child Care center, which Hajjar owns. Staff at the center created paper hearts, each of which listed a specific item from the MGH*f*C's wish list. The hearts were displayed in the center, and parents and children were invited to select a heart and donate the item. Rebecca also brainstormed the final drive, which she organized at her elementary school, the Annie L. Sargent School in North Andover. She received help from her fellow students and teacher Regina McCann. All of their collaboration and hard work paid off – the Barnes family recently arrived at the MGH*f*C with a carload of boxes packed to the brim with games, stuffed animals, movies, coloring books, crayons and other toys for pediatric patients. ●

OHN SMITH
SOCCER

From left, Rachel, Joe, Rebecca and Nancy Barnes, Rachel and Rebecca's mother

From left, Boddie, Emily Parker, media relations officer, and Nathan at the grand opening of the studio

Live from the MGH Studio

With the push of a button, the knowledge and expertise of MGH staff now can be shared with news outlets around the world through the hospital's new ReadyCam Studio. Located in the MGH Public Affairs Office at 60 Staniford St., Suite 630, the studio enables the hospital to transmit video and audio interviews from MGH experts via satellite to TV stations around the globe.

The ReadyCam Studio is controlled remotely by broadcast professionals at an outside company. Interviewees only need to clip on a microphone and earpiece before being linked directly to the specific broadcast outlet conducting the interview. In addition to live video and audio broadcasts, the studio can be used for webcasts, pre-taped interviews and multiple interviews with several TV stations in one sitting. On May 22, the studio hosted its inaugural interview with the national cable news station CNBC and David Nathan, MD, director of the MGH Diabetes Center. Nathan shared his expertise on a breaking news story about a commonly used diabetes drug.

The MGH studio offers many benefits to the MGH, including increased responsiveness to breaking news events and greater worldwide media coverage for both individual interviewees and the hospital as a whole. Says Donita Boddie, assistant director of Public Affairs, "Our new broadcast studio allows the MGH greater opportunities for national media exposure by making our experts accessible in today's increasingly deadline-driven media environment."

For more information about the studio, call the Public Affairs Office at (617) 726-2206.

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WHAT'S HAPPENING

Senior HealthWISE events

The MGH Senior HealthWISE film series will host a free screening of "The Queen" May 31, from 11 am to 1 pm in the Haber Conference Room. Registration is required. Senior HealthWISE also will offer free blood pressure checks and hypertension screenings June 4, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. in Boston. For more information or to register for the film screening, call (617) 724-6756.

Service Learning Series

The MGH Service Improvement Department will host the next MGH/MGPO Service Learning Series, "Great Leaders Inspire Discretionary Effort" May 30, from 9 to 10:30 am at the Holiday Inn Select, 5 Blossom St., in Capital Suite A/B. Susan Keane Baker, MHA, author of "Managing Patient Expectations: The Art of Finding and Keeping Loyal Patients," will present. For more information or to register, e-mail Leah Abrams at *labrams@partners.org.*

Wellman Center lecture

The MGH Wellman Center for Photomedicine will host a lecture May 29, from 2:15 to 3:15 pm in the Thier Conference Room. P. Jack Hoopes, DVM, PhD, associate professor of Surgery and Medicine at Dartmouth Medical School, will present "Iron Oxide Nanoparticle Hyperthermia: Assessment as a Primary and Adjunct Cancer Treatment Modality." A coffee reception will begin at 2 pm. For more information, contact Nicole DeVoe at *ndevoe@ partners.org* .

Update on Medical Service Blood Drive Challenge

During the month of May, nurses and physicians in the Department of Medicine are invited to participate in the annual Medical Service Blood Drive Challenge. The center is located in the Gray Lobby and is open for donations Tuesday through Thursday, from 7:30 am to 5:30 pm and Friday, from 8:30 am to 4:30 pm. For more information, call (617) 726-8171.

PCP loan repayment program

MGH primary care physicians (PCPs), medical students, residents and interns can apply for a loan repayment program meant to encourage PCPs to practice primary care in community health centers. It is offered by Partners HealthCare and the Massachusetts League of Community Health Centers and funded by a grant from the Bank of America Charitable Foundation. Applicants must agree to work in primary care in community health centers for two years and may receive up to $25,000 per year for three years toward the repayment of medical school loans. The first round of applications is due by June 1. Decisions will be announced July 1. For more information, contact Kristen Mason at *kmmason@partners.org* or (617) 585-2812. To download an application, visit *www.massleague.org.*

MGH researchers named CIMIT award winners

Fifteen MGH research teams have been selected as recipients of part of a $5 million science awards program sponsored by the Center for Integration of Medicine and Innovative Technology (CIMIT), a nonprofit organization that provides support to early-stage medical device researchers.

Aimed at encouraging innovation in health care, the awards range from $40,000 to $100,000. CIMIT officials accepted 37 proposals from a total of 100 applications and offered awards to interinstitutional and multidisciplinary teams. MGH investigators will lead 10 of the teams.

"We are grateful to CIMIT for these awards and anticipate great advanced technologies in our clinical practices from the outgrowth of the research the awards support," says Peter L. Slavin, MD, president of the MGH.

"Our goal, and we believe in it passionately, is to bring life-changing technology to patients as quickly as possible," says John Parrish, MD, founder and director of CIMIT. "We are pleased that researchers from the MGH are well represented on our list of awardees."

Research experiments will include the development of improved hip replacement technologies to reduce the likelihood of femur fractures, the creation of systems to track instruments in a medical procedure simulation and experiments to measure brain function to improve the safety of brain surgery. MGH lead investigators of the teams are Riccardo Barbieri, MD; Timothy Bhattacharyya, MD; Walter Dzik, MD; Julian Goldman, MD; David Judge, MD; Peter Masiakos, MD; Paul F. Neumann, MD; Mark Ottensmeyer, PhD; Homer Pien, PhD; and Jonathan Winograd, MD.

The MGH is a founding member of CIMIT, which comprises a consortium of Boston-area teaching hospitals and engineering institutions. For more information about CIMIT, visit *www.cimit.org/index.html.*

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
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June 1, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The MGH makes $18.6 million commitment to community health

In conjunction with the approval process for the Building for the Third Century (B3C), the MGH is making an $18.6 million commitment to improving the health of underserved communities in Massachusetts. The funding particularly will benefit populations in MGH service delivery areas such as Charlestown, Chelsea and Revere and will begin immediately. The pledge will be fulfilled over the next five to seven years.

The hospital outlined this community commitment at the May 24 Massachusetts Public Health Council Determination of Need hearing, during which MGH President Peter L. Slavin, MD, and Alasdair Conn, MD, chief of Emergency Services, described how the MGH's proposed new patient care facility, the B3C, would promote the accessibility of quality health care services to Massachusetts residents. Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center, also spoke to the council about how the community commitments would help to reduce racial and ethnic disparities in health care. The council gave unanimous approval for the MGH to move forward with construction of the new building, which is slated for completion in 2011.

The $18.6 million pledge will fund a broad range of vital community initiatives, including efforts aimed at preventing substance abuse, HIV/AIDS and youth violence. Other priorities include increasing opportunities for Boston and Chelsea public school students and improving access to care for elders and mental health care for homeless individuals. Initiatives to receive funding were identified in collaboration with the communities the hospital serves. ●

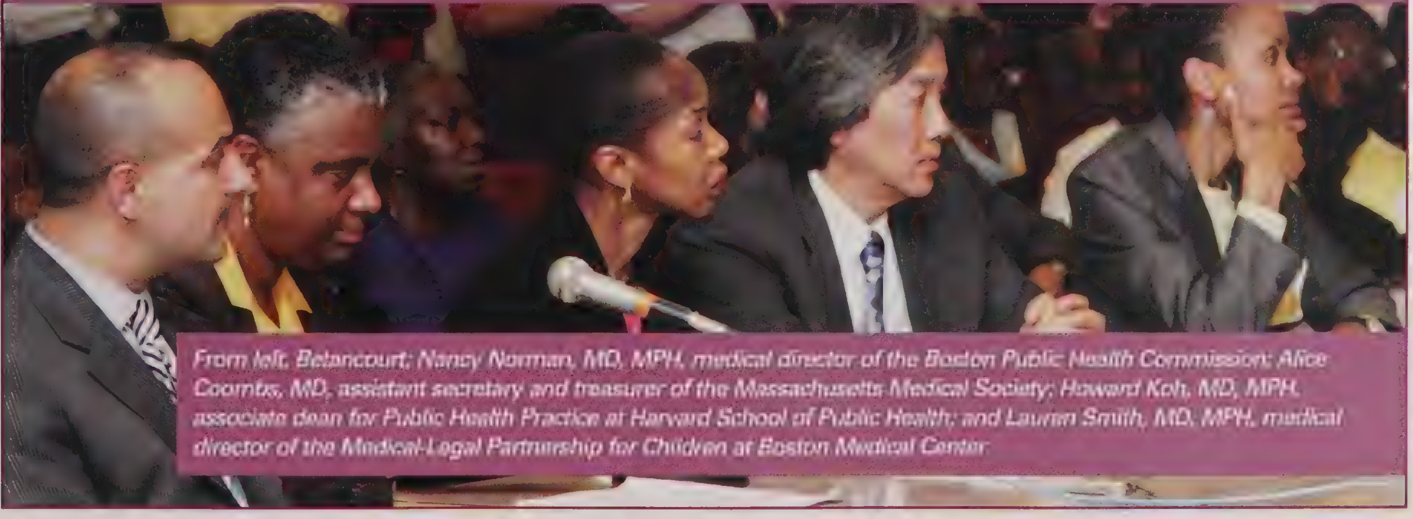
New bill addresses unequal access to health care

A statewide coalition of health care advocates, providers, researchers and other community members gathered at the Massachusetts State House May 16 in support of a bill designed to improve health care access for racial and ethnic minorities. House Bill (HB) 2234, titled "An Act Eliminating Racial and Ethnic Disparities in the Commonwealth," was put forward in the legislature by the Disparities Action Network, an advocacy organization working with the MGH Disparities Solutions Center. Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center, testified at the hearing in support of the bill.

The main provision of HB 2234 proposes that the state create a new Office of Health Equity in the Executive Office of Health and Human Services to coordinate efforts among public agencies in Massachusetts seeking to eliminate disparities in health care. Major initiatives planned for the office include support for language interpreter services, the establishment of health literacy standards, promotion of self-management programs for chronic diseases and evaluation of statewide progress on eliminating disparities.

"This legislation would be the first of its kind in the state focused on disparities and would be among only a handful of similar laws in the nation," says Betancourt. "It would help minority patients at the MGH by providing them with support to manage chronic diseases such as diabetes. Through the new Office of Health Equity proposed in the bill, disparities could be monitored statewide, and it also would allow the MGH to target resources to the communities it serves that currently are facing disparities."

A vote on the bill by the Joint Committee on Public Health is expected within the next few weeks.



From left, Betancourt; Nancy Norman, MD, MPH, medical director of the Boston Public Health Commission; Alice Coombs, MD, assistant secretary and treasurer of the Massachusetts Medical Society; Howard Koh, MD, MPH, associate dean for Public Health Practice at Harvard School of Public Health; and Lauren Smith, MD, MPH, medical director of the Medical-Legal Partnership for Children at Boston Medical Center

CPE graduates learn the spiritual side of care

On May 24, the MGH Chaplaincy celebrated the art of spiritual and compassionate caregiving as the department honored the seven most recent graduates of the MGH Clinical Pastoral Education (CPE) for Healthcare Professionals program. The program – open to students from both the MGH and other organizations – prepares health care providers to meet the religious and spiritual needs of patients through hands-on training, mentorship, seminars, written work and reflection.

During the ceremony, the graduates led the audience in readings, prayers and songs from a diverse range of religious traditions. Graduates including Heather Ann Carlson, RN, of Bigelow 11, also shared their reflections on the CPE program. "Through the CPE program, the care we give our patients has become more sacred, and we have been able to have deeper, more meaningful relationships with them," said Carlson. "In learning how to assess our patients' spirituality, we have begun to explore our own."

The graduation concluded with a presentation of certificates by Rev. Angelika Zollfrank, director of CPE; Michael McElhinny, MDiv, director of the Chaplaincy; and Ann Daniels, LICSW, PhD, executive director of Social Services and Chaplaincy. The graduates are Carlson; Lynda Gillan, CRNA, of Anesthesia and Critical Care; Virginia Jones, RN, of Radiology; Anne Marie Kaune, NP, of the Homeless Outreach Project; Marion Parker, RN, of Phillips 20; Alyssa Rosen, Harvard Medical School student; and Nancy Strong, MSW, of Hallmark Health Home Care.

Back row, from left, Gillan, Parker, Rosen, Carlson and Zollfrank. Front row, from left, Strong, Jones and Kaune

Back row, from left, Michael Obeng, Alden McDonald, Ricardo Rivera, Omar Sahagun, Nathaniel Evans, Jesus Garcia. Front row, from left, Wendy Macias, Cheilonda Johnson, Charmaine Smith, Nwamaka Okolo, Audra Robertson and Stephanie Roundtree

MAO honors MGH minority graduates

The Multicultural Affairs Office (MAO) recently celebrated the MGH residents' and fellows' graduation May 17 at the Museum of African American History. This year, there were 19 underrepresented minority (URM) residents graduating from 10 residency training programs, and over 70 URM faculty, trainees and their guests attended the event. The ceremony began with welcoming remarks from Elena Olson, JD, executive director of the MAO, followed by the roll of graduates read by Ronald Dixon, MD, manager of Trainee Affairs. Graduates and their spouses were invited onto the stage to receive a personalized gift as a token of appreciation and recognition for their success.

This year's event was unique in that it marked an increased involvement by the URM community at the MGH. Of the residents entering the Department of Internal Medicine in 2007, an unprecedented 30 percent are URMs.

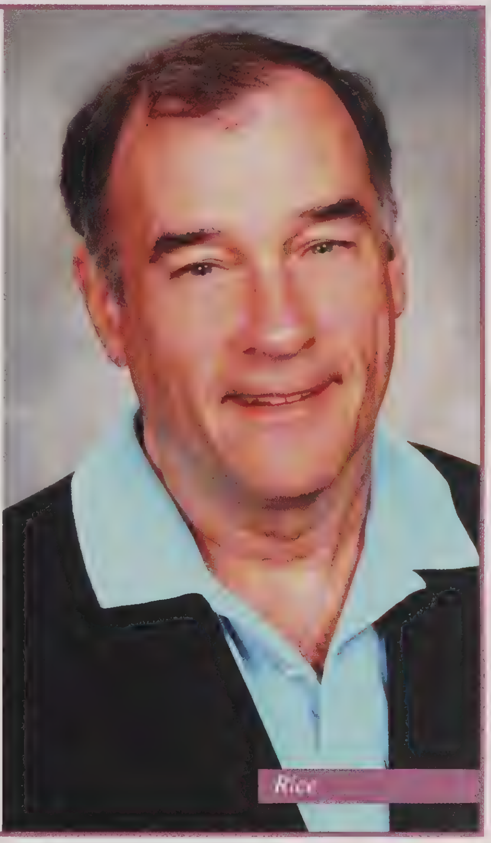
The MAO promotes the message that high quality patient care is about more than just delivery. In working to promote the increased recruitment, retention and advancement of the careers of URM students, physicians, and researchers, the MAO enhances the cultural competency of care providers at the MGH. With the patient population becoming increasingly diverse – in Boston as well as nationally – the MAO's mission has become crucial to enhancing the quality of patient care, teaching and research at the MGH. Says Olson, "Diversity is a cornerstone of excellence, and we are immensely proud of all our graduates. It is the responsibility of the MGH to retain these quality individuals, promote their personal and professional development and create a welcoming environment and vibrant community for all underrepresented minorities – no matter which side of care they represent." ●

Parkinson's disease patient discovers hidden talent

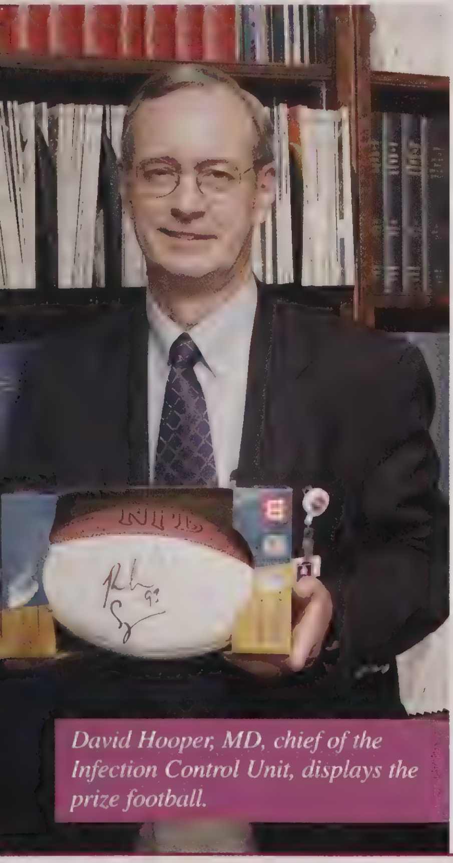
Fourteen years ago, MGH patient Greg Rice was a FleetBoston senior executive leading an active and fulfilled life. Things changed dramatically when he was diagnosed with Parkinson's disease, a degenerative neurological disorder. Ten years into his illness, Rice's life shifted even more remarkably when he discovered an astonishing hidden talent – a gift for composing music despite no formal musical training.

MGH clinicians, including Alice Flaherty, MD, PhD, of Neurology, have commented on Rice's sudden talent in several media interviews over the years and surmise that his ability may be linked to his medications and disease. Regardless of its cause, Rice's new creativity has given him a renewed passion and purpose – to share his music and advance the search for a Parkinson's disease cure. "I felt moved to write music," he says. "If sharing it allows me to raise funds for Parkinson's research, then I know there is some benefit to having been afflicted with the disease."

In 2005, Rice underwent brain surgery at the MGH to alleviate some of the symptoms of the disease. With his creative ability intact and music continuing to be a part of his life, he established the Greg Rice Foundation this year to raise research dollars to find a cure for Parkinson's disease. Since writing his first composition in 2003, Rice has composed more than 30 works, including waltzes and full symphonies, which will be showcased at a June 19 kickoff event sponsored by Bank of America at the Boston College Club. ●



Rice



David Hooper, MD, chief of the Infection Control Unit, displays the prize football.

Score a touchdown for hand hygiene in slogan contest

The MGH STOP (Stop Transmission of Pathogens) Task Force is sponsoring a contest to identify a slogan that employees can use to remind each other to practice proper hand hygiene. The task force invites all MGHers to submit their ideas. The contest winner will receive a football autographed by Richard Seymour of the New England Patriots.

Only MGH employees can enter the contest. All entrants should consider the following guidelines:

- The slogan can be a single word, a phrase or a complete sentence.
- It should be distinct and not easily confused with other common terms or medical phrases.
- It should be thoughtful and discreet, so as not to cause embarrassment or concern.

The deadline for entries is July 1. All entries must include the employee's name, ID number, department and phone number and/or e-mail address. Ideas can be sent via interoffice mail to the Infection Control Unit, Bulfinch 330; by e-mail to *jtarselli@partners.org* or *hschleicher@partners.org;* or dropped off in the special "Hand Hygiene Slogan Contest" entry box located at the information desk across from Coffee Central. The winner will be selected by members of the Infection Control Unit and the STOP Task Force. ●

WHAT'S HAPPENING

Senior HealthWISE exercise session

MGH Senior HealthWISE will offer a "Spring into Fitness" exercise session June 7, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Registration is required. For more information or to register, call (617) 724-6756.

New location for Harvard Employees Credit Union

On June 4, the MGH branch of the Harvard University Employees Credit Union will move to the first floor of the Bulfinch Building, around the corner from Coffee Central. All MGHers are invited to stop by and participate in opening week festivities. For more information, call (617) 726-1630.

Employee Access Center moves to Bulfinch Building

The Employee Access Center (EAC) is moving from Clinics 117 to a new space in the Bulfinch Building, Room 107. Employees are invited to visit the new location beginning June 11. Contact information remains the same. The phone number is (617) 726-6338 and the e-mail address is *ibridge@partners.org*. The EAC is a central resource that offers employees access to computer terminals and technical support for PeopleSoft Employee Self Service.

New location for Vincent OB/GYN administrative offices

The administrative offices of the Vincent Obstetrics and Gynecology Service have moved from the VBK Building to Founders 5. All contact information remains the same. For more information, contact Caryn Wilson, administrative director, at (617) 724-1479 or *cwilson2@partners.org.*

Methods in Bioengineering Conference

The MGH Center for Engineering in Medicine and the Harvard-MIT Division of Health Sciences and Technology will co-host the second annual Methods in Bioengineering Conference July 12 and 13 in the Kresge Auditorium at MIT. The conference will cover state-of-the-art technologies in BioMEMS, regenerative medicine, functional imaging, opto-electronics and cellular modeling. For more information or to register, visit *cem.sbi.org/MiB.*

CFD Noontime Learning Series

The MGH Center for Faculty Development's (CFD) Noontime Learning Series will offer "How to Increase Your Odds of Acceptance into High Impact Journals" June 11 at noon in the Burr Conference Rooms. Julie Ingelfinger, MD, of the MGH Pediatric Nephrology Division and deputy editor of the *New England Journal of Medicine*, will teach participants ways to optimize their chances of being accepted into a high-impact journal. CME credit is available. For more information or to register, e-mail *cfd@partners.org* or call (617) 724-0818.

Online nominations for the 2007 PIE Awards

Online nominations currently are being accepted for the 2007 Partners in Excellence (PIE) Awards. All MGHers are invited to nominate their colleagues – either individuals or teams – for their dedication, creativity and commitment to excellence throughout the year. All nominations submitted during the spring and summer of 2007 will be reviewed during the awards selection process in October. Only individuals employed by the institution at the time of selection will be considered for an award. Honorees will be recognized at the annual awards ceremonies, which will be held throughout December 2007 and January 2008. To submit a nomination, visit *pulse.partners.org/PIE/InstructionsWEB.asp.* For more information about the awards, visit *pulse.partners.org/about/pie_about.htm.*

MGHers named winners of nursing excellence awards

Two MGH nurses were named the New England regional winners of the 2007 *Nursing Spectrum* Excellence Awards at the magazine's May 15 Excellence Awards gala in Burlington. Dorothy A. Jones, EdD, RN, FAAN, director of the Yvonne L. Munn Center for Nursing Research, was selected in the "Teaching" category, and Deborah Washington, RN, PhDc, director of Diversity for MGH Patient Care Services, was chosen for the "Advancing the Profession" category. Both now are eligible for the national *Nursing Spectrum* Nurse of the Year Awards. In total, nine MGH nurses were among the 30 Nursing Excellence Award finalists this year.

Jones

Washington

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
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www.massgeneral.org/news/

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June 8, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Honoring top MGH employees

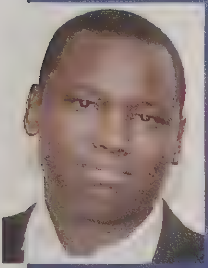
Two Employee of the Year events took place May 18, with both Radiation Oncology and the Cancer Center honoring exemplary staff members.

Paul Chase was named Radiation Oncology's Employee of the Year. Chase has worked as a patient services coordinator for the department for 29 years.

"Paul is truly a dedicated, patient-focused, outstanding employee," says Claire Cronin, operations manager for Radiation Oncology. "We're lucky to have him."

Chase

Says Chase, "I truly enjoy working for the Proton Center. I am so appreciative of this honor." Other employees who were acknowledged were Jack MacDonald and Yves Delva, both machinists; Brian Napolitano, medical dosimetrist; and Rachel Bolton, RN.


Sigilai

In the Cancer Center, Patient Services Coordinator David Sigilai received the unit's Employee of the Year award. Sigilai has worked for the MGH for six years and the Cancer Center for four. Says Bruce Chabner, MD, clinical director of the MGH Cancer Center, "David brightens everyone's day in the Yawkey 7 clinic. Staff, patients and families enjoy seeing him." Sigilai describes working at the Cancer Center as "a great privilege."

Runners-up for the Cancer Center's award were Lisa Couto, project coordinator; Valerie Smith, academic assistant; Carol Danner, staff assistant; and Gwendolyn Mitchell, LPN, of the Gillette Center for Breast Cancer.

The Norman Knight Nursing Center
Clinical and Professional Development
From left, Ives Erickson, Knight and Slavin

MGH dedicates Norman Knight Nursing Center

Under a packed Bulfinch Tent June 5, the MGH Department of Nursing marked a significant milestone with the dedication of The Norman Knight Nursing Center for Clinical and Professional Development. The new Founders 3 home for the center was made possible through the generosity and vision of local philanthropist and businessman Norman Knight, broadcasting legend and founder of Knight Quality Stations.

Just prior to the formal dedication, a ribbon-cutting ceremony was held at the center for Knight's family and friends. Peter L. Slavin, MD, MGH president, thanked Knight for his leadership in establishing the center. He added that the center, as a valuable resource for MGH nurses and clinicians, would support the professional development of generations of nurses for years to come.

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care and chief nurse, said, "The Norman Knight Nursing Center provides our nursing and support staff with invaluable opportunities for lifelong learning. Given the rapidly changing health care environment and increasing use of new technologies, support for professional development of our staff is critical. We are very grateful to Mr. Knight for his generosity."

"Over the years, as my relationship and friendship with the MGH has grown, I have come to truly admire the nursing profession and its unsung heroes," said Knight. "MGH nurses inspire us with their care and make us proud with their dedication."

At the ceremony, Knight joined Slavin, Ives Erickson and Jack Connors Jr., chairman of the Board of Trustees for Partners HealthCare, in offering remarks about the new center, the importance of the nursing profession and the value of nurses.

The Norman Knight Nursing Center is considered one of the top hospital-based nursing education programs in the United States, featuring innovative orientation and training programs as well as partnerships with academic institutions, continuing education programs designed to promote clinical excellence and ongoing professional development. ●

Tax-sheltered annuity 101

A **tax-sheltered annuity (TSA)** is an optional retirement savings account offered through the MGH. When employees enroll in a TSA, pre-tax deductions are made from each paycheck, allowing them to save on taxes while saving for the future.

The MGH offers TSAs through three investment providers – Fidelity, TIAA-CREF and Vanguard Group. Employees can select one or more providers and choose investment funds to help TSAs grow. Each vendor offers services to help employees choose funds, or employees can contact a personal financial adviser for selection advice.

The following is helpful information regarding TSAs offered through the hospital:

- Employees can use eBenefits in PeopleSoft to enroll in a TSA at any time and can choose a dollar amount or percentage of each paycheck to contribute up to each plan's limits.
- Contributions take effect with the next payroll period and can be cancelled or changed at any time.
- New rules allow TSA savings of up to $15,500 in 2007. MGHers who will be age 50 or older by Dec. 31 can save up to $20,500 this year.
- Because TSAs are intended to help add to retirement income, withdrawals before age $69^{1/2}$ are discouraged. Access to money before retirement is limited, and a 10 percent penalty tax will be applied to early withdrawals in addition to any ordinary income tax paid upon withdrawal.
- Employees who leave the hospital can keep money in the TSA, roll the investment over to another eligible retirement account or cash out the TSA with taxes applying.
- Beginning July 1, a Roth TSA will be available through the MGH. It differs from a traditional TSA in two ways:
  - Contributions to the Roth TSA come from after-tax paycheck dollars, so there is no tax savings now.
  - Withdrawals from a Roth TSA are not taxable. By contrast, a traditional TSA provides tax savings with each paycheck, but withdrawals are taxable.

The MGH will continue to offer a traditional TSA along with the Roth TSA. Investment providers or personal financial advisors can guide employees in choosing which would be better for each individual.

For more information, contact the Benefits Office at *ibenefits@partners.org* or call (617) 726-8133.

Back row, from left, Donna Perry, RN; Brock and Ronan; Front row, from left, Baumgartner and Szymczak

2007 Durant Fellows chosen

The late Thomas S. Durant, MD, former assistant director of the MGH, was a true humanitarian. He spent much of his medical career in places such as Cambodia, Honduras, Bosnia, Rwanda and Afghanistan, bringing healing and hope to populations victimized by war or natural disaster. Since his death from cancer in 2001, his life's work and spirit of compassion have come to comprise a celebrated legacy – the Thomas S. Durant, MD, Fellowship in Refugee Medicine. This fellowship provides funding for MGHers to serve refugee or underserved populations with medical care and support.

This year, three MGH nurses have been selected as the fifth annual recipients of the fellowship: Betsy Baumgartner, RN; Jennifer T. Brock, RN, BSN, NDc; and Heather M. Szymczak, RN. Szymczak, a staff nurse on Phillips 22, has been involved in international relief work since the age of 15. She plans to spend nine months in Latin America practicing primary care and providing education with a focus on obstetric health and HIV/AIDS. The goal of her trip is to improve access to primary heath care for the indigenous population.

Baumgartner, who works on Bigelow 14 in Vascular Surgery, plans to spend her Durant Fellowship working with patients suffering from tropical diseases and HIV/AIDS. She says, "In this world, where you're born determines what kind of life you'll live, and it shouldn't have to be that way."

A graduate of the Peace Corps, Brock also is no stranger to relief work. She works on Ellison 14 in the Bone Marrow Transplant/Inpatient Oncology Unit and is currently a candidate for a Doctor of Nursing degree at the University of Colorado.

Says Laurence Ronan, MD, director of the Durant Fellowship, "In addition to helping those who most need assistance, these nurses will honor the memory of Dr. Durant through their relief efforts. The MGH is proud to provide this opportunity. We congratulate Betsy, Jennifer and Heather and wish them luck and strength in their journeys."

For more information, visit *www.durantfellowship.org.* ●

New pathway to MEEI starting mid-July

In preparation for the demolition of the Clinics and Vincent Burnham Kennedy Buildings in the fall, the vacating of the two buildings has begun and will be completed in the next five weeks. The existing connector between the MGH and the Massachusetts Eye and Ear Infirmary (MEEI) in the Clinics Building on the first floor will be severed in mid-July, and travel between the two hospitals via this route no longer will be possible.

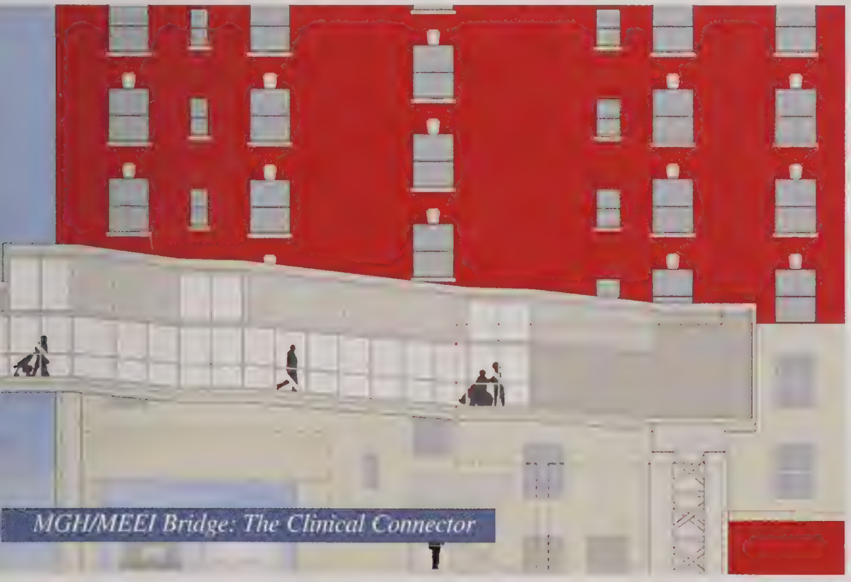
Many offices on the first floor of Clinics already have been relocated as part of the first phase of the emptying of the buildings. Both the Employee Access Center and Harvard Employees Credit Union are now on the first floor of the Bulfinch Building. Volunteer and Interpreter Services have moved to the Gray Basement, Anticoagulation Management Services has relocated to the Professional Office Building, and Emergency Services offices have moved to Emerson Place.

Ambulatory outpatients and MGH and MEEI staff who need to travel between the MGH and MEEI for nonclinical purposes will be asked to use an alternate route outside the hospital's front entrance. The newly constructed MGH/MEEI Bridge between the Founders Building second floor and the MEEI will be available for specific purposes: inpatient transportation, clinical staff movement to and from the MEEI, code responses and transportation of ambulatory patients in wheelchairs by members of MGH Volunteer Services.

The bridge will not be open for nonclinical purposes such as general foot traffic, a pathway for ambulatory outpatients or an alternative exit. The doors leading from the Ellison Building second floor to the Founders Building will be closed, with a sign indicating that the door is to be used for clinical purposes only.

MGHers who will use the bridge frequently – such as members of the MGH Code Team, Materials Management, Patient Transport, Police and Security, Volunteer Services, Speech Therapy, Nursing, chief residents and operations coordinators – will be required to undergo training to become oriented with the area, access system and emergency procedures.

More information will be provided in upcoming issues of *MGH Hotline*. For more information, contact Denise S. Palumbo, RN, MSN, executive director of Radiology and director of Operations for B3C, at (617) 726-1667 or *dpalumbo@partners.org*. ●



MGH/MEEI Bridge: The Clinical Connector

Clinical Research Day focuses on challenges

With the theme "Transforming Clinical Research through Genetics and Genomics," the May 17 Clinical Research Day focused on two sets of challenges: the application of ever-more-complex genetic information to the understanding and treatment of common conditions like heart disease, and how investigators participating in large, multi-institutional research teams can contribute to the success of the larger project while pursuing their personal scientific and career goals.

In his keynote address, Aravinda Chakravarti, PhD, director of the Center for Complex Human Disease at Johns Hopkins University School of Medicine, described the difficulties inherent in proceeding from studies of disorders caused by single-gene alterations to those in which risk is mediated not only by several different genes but also by how those genes interact with and control the activity of even more genes. Chakravarti cited examples from investigations of sudden cardiac death.

Representatives of the groups receiving the hospitalwide team awards – Paul deBakker, MD, speaking on behalf of the Diabetes Genetics Initiative; Rakesh Jain, PhD, and Tracy Batchelor, MD, for the team applying Jain's basic tumor biology research to the treatment of a dangerous brain tumor – described how collaboration has been essential to their team accomplishments. A panel discussion of investigators at different stages of their careers described ways that young investigators could distinguish themselves in large teams by defining and maintaining their own areas of focus while contributing to the overall team goals.

More than 25 of the 225 posters displayed during the day's activities were honored with hospitalwide or departmental awards. The afternoon featured a seminar on how to navigate the extensive genetic databases and a session designed to give clinicians an introduction to the basic language and concepts of modern genetic research.

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WHAT'S HAPPENING

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will host "Creating Space: Some Ideas About Organizing One's Home and Letting Go" June 14, from 11 am to noon in the Haber Conference Room. Cristina Sorrentino, LICSW, PhD, of the Boston University School of Social Work, will present. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks June 18, from 1:30 to 2:30 pm in the West End Civic Association Community Room, One Emerson Place. For more information, call (617) 724-6756.

MGH Men Against Abuse Father's Day event

MGH Men Against Abuse will host its third annual Father's Day event June 12. The day will begin with a service in the MGH Chapel on Ellison 1 from 9 to 10 am to acknowledge the positive role men can play to help eliminate domestic violence. The group also will host an information table in the Main Corridor from 10 am to 2 pm to share information and educational materials about domestic violence. For more information, call Lenny DeBenedictis at (617) 724-2206 or Jim Heffernan at (617) 726-2684 or visit *www.massgeneral.org/menagainstabuse.*

Boston Health and Fitness Expo

Partners HealthCare and Channel 7/CW 56 will host the Boston Health and Fitness Expo June 23 and 24 at the Hynes Convention Center in Boston. This free event is open to the community and will feature health tests and screenings, healthy cooking demonstrations, interactive sports and fitness activities, celebrity guests and more. For more information, visit *www.bostonhealthexpo.com.*

World Blood Donor Day

In honor of World Blood Donor Day June 14, the MGH Blood Donor Center will offer a free pizza lunch to those who give blood on that day. The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm and Friday, from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, call (617) 726-8171.

Volunteer and Interpreter Services have relocated

MGH Volunteer and Interpreter Services have moved from the Clinics Building to the Gray Bigelow Building, Suite 015. All phone numbers remain the same. The Volunteer Services phone number is (617) 726-8540 and the Interpreter Services phone number is (617) 726-6966.

NAAAP professional development workshop

Through a collaboration with the National Association of Asian-American Professionals, MGH Training and Workforce Development will offer a professional development workshop, "Communicating with Confidence," June 26, from 5:30 to 8:30 pm at the Simches Center, Room 3110. The workshop will help participants strengthen frequently used skills such as participating in meetings, improving personal confidence, increasing the effectiveness of phone and e-mail conversations, and controlling nervousness. Lau Lapides, a coach and trainer with the Speech Improvement Company, Inc., will present. Seating is limited. For more information or to register, visit *www.naaapboston.org/Events.do?id=4771.* MGH participants should enter "MGH" and their department in the RSVP comments field of the online registration form.

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Boston, MA 02114.

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Coaching boys into men

In this country, one in four women will experience intimate partner violence at some point in their lives. These and other statistics – some frightening, some hopeful – were part of an Employee Assistance Program (EAP) May 17 Work/Life Seminar, "Coaching Boys into Men." Presented by the national nonprofit organization Family Violence Prevention Fund (FVPF), the event was hosted by MGH Men Against Abuse and MGH Sports Medicine.

The program offered tips for men talking to boys about treating girls and women with respect. Presenter Juan Carlos Areán, program manager for FVPF, explained, "Men are in a unique position to prevent domestic violence by promoting positive attitudes among other men and by teaching the next generation."

"It was exciting to have Juan Carlos Areán, a national expert, speak on this important topic," says Leonard DeBenedictis, LICSW, CEAP, EAP consultant. "This effort helps MGH Men Against Abuse spread information on how men can work together to end domestic violence."

For more information, visit *www.massgeneral.org/menagainstabuse.*

June 15, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting focuses on Building for the Third Century

Rendering of the new building

The MGH's planned 530,000-square-foot clinical facility, the Building for the Third Century (B3C), was the focus of the June 12 leadership meeting. Speakers shared information about the new building, slated for completion in 2011, the hospital's bicentennial anniversary.

Jean Elrick, MD, senior vice president for Administration, provided a progress report on the preparation for the demolition of the Clinics, Vincent Burnham Kennedy and Tilton Buildings, as well as background about construction of the B3C. She recognized the thousands of MGHers who have been involved in planning and completing projects surrounding construction of the building. Elrick emphasized that those involved have consistently maintained a focus on the patient and that the B3C will provide new opportunities for the delivery of quality care. She also talked about the last decade of related work, including projects to reorganize the hospital campus using space that opened up with the construction of the Yawkey Center for Outpatient Care and the Richard B. Simches Research Center. She thanked the vast community of employees who have helped to expand and redefine the geographic scope of the MGH campus.

David Hanitchak, director of MGH Planning and Construction and Partners Real Estate project executive, presented renderings of the new building. He described how the main design principles focus on enhancing the patient and clinician experience and providing a modern and technologically sophisticated environment for clinical activities. He also stressed that the B3C was designed to provide a

(Continued on page 2)

Clinical strategic plan for continued growth and development

In 2003, following a yearlong collaboration, MGH/Massachusetts General Physicians Organization (MGPO) administration and members of strategic planning task force teams laid out the MGH/MGPO clinical strategic plan to address opportunities for clinical growth and face challenges in an increasingly competitive health care landscape. Since its launch, the clinical strategic plan has guided hospital leaders and implementation teams in shaping the hospital's future and guiding business decisions in areas such as quality and patient safety, focused resources, promoting clinical growth and enhancing work life. All members of MGH/MGPO senior leadership use the plan to provide context for making decisions and allocating resources. When a resource request comes forward, the first question asked is, "How does this initiative further our strategy?"

QUALITY AND PATIENT SAFETY

Quality and patient safety is a priority for the MGH. The hospital has set the goal of creating a culture that supports the vision of leading the nation in these areas. Much of the past four years has been spent implementing systems to help measure and monitor the quality of the care the MGH provides. These efforts have laid the groundwork for the new quality and safety program now in development. Gregg S. Meyer, MD, MSc, has been named senior vice president of Quality and Safety, and a substantial reorganization of the infrastructure has been initiated.

(Continued on page 3)

– Leadership meeting

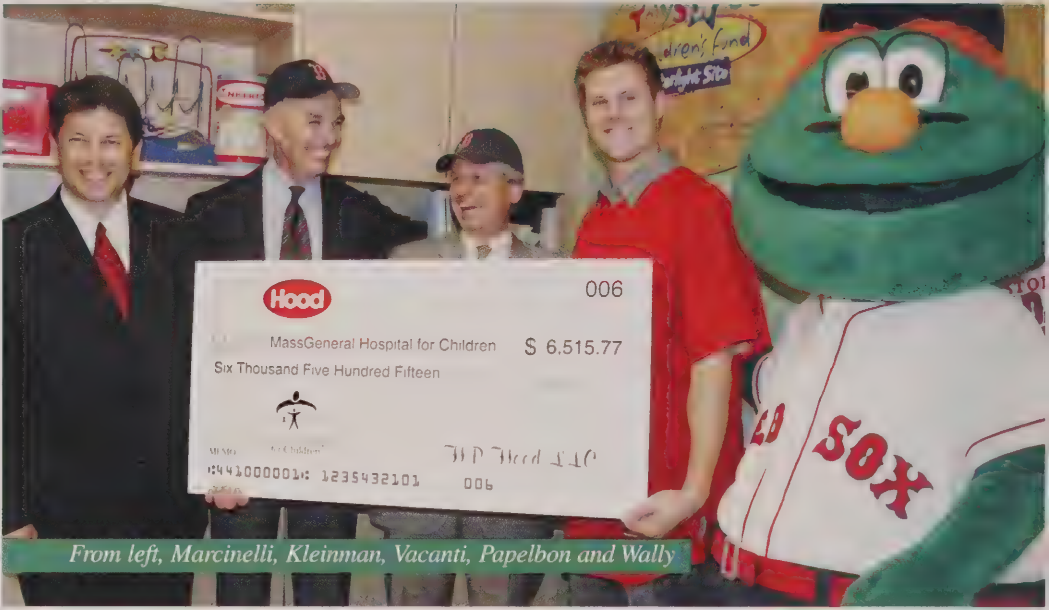
(*Continued from page 1*)

sense of welcome and community within the hospital. Visuals detailed plans for a sleek and modern facility housing an expanded and renovated Emergency Department with a sheltered ambulance entrance; increased space for Radiation Oncology; three floors of operating rooms/procedural space and recovery areas; a new space for the Sterile Processing Department; and five floors of private inpatient rooms. Plans for the building also include three sections of green space – two roof gardens and one large atrium with plants and natural light to filter into patient and staff areas.

To coordinate the construction and logistics related to the B3C, dozens of MGH staff have regularly convened to prepare for projects and examine their impact. Denise S. Palumbo, RN, MSN, executive director of Radiology and director of operations for the B3C, leads the Thrive Team. She described how the group has been planning all aspects of operations so that they are safe and coordinated. Among the key groups of the Thrive Team are the Communication and Wayfinding Committee, the Construction and Impact Team, the Clinical Impact Team and the Traffic and Logistics Team.

Palumbo explained some upcoming priorities such as the completion of construction of the MGH/Massachusetts Eye and Ear Infirmary Connector, Emergency Department access and patient discharge changes, taxi stand relocation and pedestrian and traffic plans. Detailed information about these projects will be highlighted in upcoming issues of *MGH Hotline.*

For information about the B3C and its related projects, contact Palumbo at (617) 726-1667 or *dpalumbo@partners.org.* ●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From left, Marcinelli, Kleinman, Vacanti, Papelbon and Wally

The Fenway experience comes to MGHfC

Ice cream, autographs and smiles filled the MassGeneral Hospital *for* Children (MGH*f*C) Ellison 18 playroom when Boston Red Sox relief pitcher Jonathan Papelbon and team mascot Wally the Green Monster visited the hospital May 31 to kickoff the 2007 Hood Home Team Advantage Program, which benefits New England children's hospitals. Each time the Red Sox win at Fenway Park, HP Hood donates $1,500 to the Home Team Advantage fund. Last year, the program raised more than $84,000, which was divided among 13 hospitals, including the MGH*f*C.

The event opened with a check presentation of more than $6,500 from HP Hood Vice President and Controller Jim Marcinelli. Ronald Kleinman, MD, interim chief of MGH*f*C, and Joseph Vacanti, MD, chief of Pediatric Surgery, accepted the check from the 2006 season. Hood has donated more than $45,000 to MGH*f*C through the Home Team Advantage program since 2001.

"The kids were tickled to be hanging out and talking to a Red Sox player – not to mention Wally the Green Monster," says Kleinman. "We are very grateful to HP Hood for their generous support." ●

Nurses declare victory in Blood Drive Challenge

The MGH Blood Donor Center was buzzing with activity last month as a record number of employees turned out for the third annual Medical Service Blood Drive Challenge. The 2007 competition marked the best year to date for the challenge, which was initiated three years ago by Allan Moore, MD, of the Endocrine Division, and Kimberly Cronin of the Blood Donor Center.

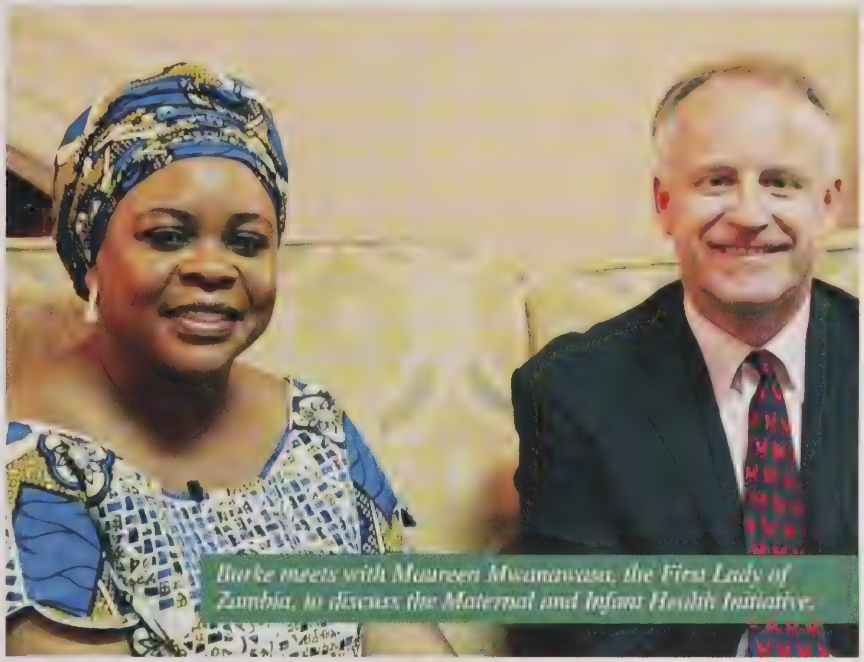
The nurses, led by Alexis Auger, RN, and Susan Morash, RN, were declared this year's winners after a month of stiff competition. Bigelow 11 led the nursing side with a 76 percent participation rate among nursing staff and was declared the winning team.

The physician team was led by intern Ryan Thompson, MD. Interns were the leaders in this group, with 50 percent donating blood during the challenge. Overall, this year's challenge marked a record turnout – nearly one in five members of the Medical Service staff donated blood and total donations increased 60 percent over last year's competition. ●

Blood Donor Center

Auger, third from left, and Bigelow 11 nursing staff receive the MGH Medical Services award plaque at the Blood Donor Center with Moore, second from left, and Cronin, far right.

MGH Center for Global Health: Care in all corners of the world



Burke meets with Maureen Mwanawasa, the First Lady of Zambia, to discuss the Maternal and Infant Health Initiative.

MGH caregivers have long been bringing health care far beyond the walls of the hospital, providing medical attention and expertise to the world's most disadvantaged people – the poverty-stricken, the displaced, and the victims of civil war and global disasters. Until now, there have been few formal initiatives or training programs to guide this type of work. The hospital recently created the MGH Center for Global Health (CGH) – one of the only hospital-based centers for global health in the country – to assist MGHers in addressing the medical needs of the world's most vulnerable populations.

The center, directed by Thomas F. Burke, MD, will serve as a vital resource for MGH clinicians working in the humanitarian field. A seminar series set to launch in January 2008 will explore key areas affecting global health – such as epidemiology, preventive health, public policy and human rights – to help students appreciate the priorities and challenges of international health care. The series is a component of a program designed to award participating students a Certificate in Global Health. Other specialized training and education programs will prepare caregivers to implement health care delivery systems in countries where such infrastructure is underdeveloped or nonexistent – all with an emphasis on creating sustainable change.

The CGH also is spearheading two of its own international health projects – the Maternal and Infant Health Initiative and the Initiative Against Human Trafficking. Based in the African country of Zambia, the Maternal and Infant Health Initiative strives to upgrade the health care system for mothers and babies through advocacy, improved health care access at the local level and advanced training programs for Zambian midwives and other health care providers. Through the Initiative Against Human Trafficking, the center is exploring collaborations with world business and government leaders to create global strategies for change.

Other members of the GGH team are Roy Ahn, SD, senior administrative manager, and Lydia Mann Bondat, MS, MPH, senior project manager. For more information about the center, visit *www.massgeneral.org/globalhealth.* ●

— Strategic plan

(Continued from page 1)

ENHANCED CLINICAL CARE

Since the implementation of the strategic plan, the Clinical Business Development Committee (CBDC) has led the formation of programs such as the MGH Heart Center and the Digestive Health Center and increased focus on the Cancer Center, Neurosurgery, the Vascular Center, MassGeneral Hospital *for* Children and areas of Orthopædics. CBDC is also leading several ambulatory care center development opportunities including the MGH/North Shore Medical Center Ambulatory Care Center, the Orthopædic Ambulatory Surgery Center at MassGeneral West in Waltham and the Multispecialty Ambulatory Care Center at Foxboro-Gillette.

As part of the strategic plan, the Capacity Management team has focused on using existing space more efficiently and identifying opportunities to add beds. Clinical departments targeted for expansion and critical demand services such as the Emergency Department have been areas of focus. The implementation of the Coordinated Bed Efficiency Dashboard System (CBEDS), a software program that identifies available beds and estimated times of patient transfers and discharges, has helped to improve patient flow.

IMPROVING WORK LIFE

Employees are the number one resource of the MGH. Numerous initiatives stemming from the strategic plan have provided growth and development opportunities to the workforce. Programs such as the MGH Leadership Academy and electronic medical record training have helped to enrich their work environment.

Future updates about the work resulting from the implementation of the MGH/MGPO clinical strategic plan will be highlighted in upcoming issues of *MGH Hotline*. For more information about the plan, visit *www.massgeneral.org/strategicplansummary/*.

WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will offer a special event, "The Breast Cancer Three-Day Project Kick-Off" June 21, from 11 am to noon in the Haber Conference Room. Stephanie Sordillo of the HOPES program and Alexis Edwards of Senior HealthWISE will present. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks June 25, from 1:30 to 2:30 pm at the West End Branch Library. For more information, call (617) 724-6756.

MGH Chelsea Summer Safety Health Fair

The MGH Chelsea HealthCare Center will host the 10th annual Summer Safety Health Fair June 23, from noon to 3 pm at MGH Chelsea, 151 Everett Ave. The fair will feature safety tips for home, water, fire, sun and car as well as bicycle and helmet checks and visits from Geoffrey the Giraffe and McGruff the Crime Dog. For more information, call (617) 889-8535.

Floor closings in Clinics, VBK and Tilton Buildings

In preparation for the new Building for the Third Century, the following floors in the Clinics, VBK and Tilton Buildings will be closed to all MGH patients and staff beginning June 18: Clinics basement and floors 2 and 3; VBK basement and floors 2, 3, 4 and 5; and all floors in Tilton. The Clinics 1 corridor to the MEEI will remain open until mid-July. The Vincent 1 corridor to the elevator lobby, as well as floors 6, 7, 8 and 9, also will remain open until mid-July. For more information, contact Barbara Welanetz of the MGH Planning Office at (617) 726-2442.

Channel 7 News/Partners HealthCare Expo

Partners HealthCare and Channel 7/CW 56 will host the Boston Health and Fitness Expo June 23 and 24 at the Hynes Convention Center in Boston. The free event is open to the community and will feature health tests and screenings, healthy cooking demonstrations, interactive sports and fitness activities, celebrity guests and more. The expo also will give MGH caregivers and staff the opportunity to showcase the innovative services available at the hospital, such as the Women's Heart Health Program at the MGH Heart Center, gastrointestinal health, the MGH Cancer Center's HOPES program and sports injury prevention and management. For more information, visit *www.bostonhealthexpo.com.* To volunteer for the event, contact Amanda Westerling at (617) 643-2366 or *awesterling@partners.org.*

McGovern Award nominations

Nominations now are being accepted for the 2007 McGovern Clinical Excellence Award, established in memory of MGH cardiologist Brian A. McGovern, MD. The award recognizes physicians who demonstrate the qualities – clinical excellence, commitment and compassion – that characterized McGovern. Anyone may submit a nomination. All nominations are due by July 20 and must be submitted online at *is.partners.org/mgpoonline/mcgovernaward/.* For more information, contact Cary Shaw at (617) 643-3985 or *crshaw@partners.org.*

Summer computer training schedule

Partners Information Systems Training has released the summer 2007 computer training schedule for computer workshops, including Microsoft 2003 applications. For a complete schedule, course descriptions or to register, visit *is.partners.org/training* and click "Microsoft Office Classes" and the MGH logo. Schedules and information also are available by calling (617) 724-6523. Registration forms may be faxed to (617) 724-1402.

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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(617) 726-2206

SAVE THE DATE

Peter L. Slavin, MD, president of the MGH,
invites all MGH employees, staff and volunteers to the

MGH Annual Employee Summer PICNIC

Wednesday, June 20, 2007

Join us for lunch, games and music.

A complimentary picnic-style lunch, provided by MGH Nutrition & Food Service Department, will be served from 11:30 am to 2 pm under the Bulfinch Patio tent, rain or shine.

- MGH Photography will be onsite taking pictures.
- Patriots Experience will offer a Football Toss
- True North Events will provide Carnival games and a Golf Drive Simulator
- Volume II Steel Band will provide music

For evening and night shift employees, refreshments will be served from 10 pm to midnight under the Bulfinch Patio Tent. True North Events will be back with games!

June 22, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Rain doesn't dampen spirits at annual Employee Summer Picnic

A little rain didn't stop thousands of MGHers from flocking to the Bulfinch Tent and lawn for the annual Employee Summer Picnic June 20. Peter L. Slavin, MD, MGH president, invited all employees, staff and volunteers to enjoy games, music and a Be Fit boxed lunch. A special visit from New England Patriots player Vince Wilfork completed the celebration with employees lining up for photos with him. "It's great to see everybody who works so hard have an opportunity to have some fun," said Wilfork.

Though the rain led to the early removal of the Patriots Football Toss, there were numerous booths with carnival games by True North Events and Catering. Tropical sounds from the Volume II Steel Band reverberated throughout the afternoon, and MGH Nutrition and Food Services succeeded in preparing 8,000 boxed lunches for hungry employees.

Evening shift employees enjoyed their own nighttime celebration from 10 pm to midnight also under the Bulfinch Tent. Guests enjoyed boxed dinners and had the chance to play some of the afternoon's games. ●

Leadership meeting focuses on strategic plan, quality and safety, budget

The MGH/MGPO clinical strategic plan, quality and safety, and the FY '08 budget were featured topics at the June 20 leadership meeting. Speakers provided updates on where the hospital currently stands in these areas and where the MGH is headed.

Since the implementation of the clinical strategic plan in 2003, the hospital is now midcourse to its 2011 vision of setting a national standard for quality and patient safety, enhancing clinical growth, and delivering care and fostering an environment that encourages patients to feel their needs are the top priority.

Allison Rimm, vice president for Strategic Planning and Information Management, thanked the many people across the organization who have been integral in turning the strategic plan into action. She described the plan – created to increase the focus on quality and safety, clinical growth, and capacity in an increasingly competitive health care market – as an actionable document that guides and streamlines decision making and resource allocation. Rimm highlighted examples of the impressive progress made toward achieving the MGH's strategic goals. Next steps involve intensifying process improvement efforts, refreshing the data that guided development of the plan, developing a management dashboard and linking the educational and clinical strategic plans.

(*Continued on page 2*)

Summer construction information

MGHers can expect to see a number of significant campus changes during the summer months, leading to the demolition of the Clinics, Tilton and Vincent Burnham Kennedy (VBK) buildings and the construction of the Building for the Third Century (B3C).

Through July, construction teams and MGH Planning and Construction staff are vacating the Clinics, Tilton and VBK buildings. Interior connections between the buildings and the White and Ellison buildings will be closed off, and in mid-July the Clinics first floor corridor to the Massachusetts Eye and Ear Infirmary (MEEI) will be closed. One week prior to this closing, the MGH/MEEI Connector Bridge will be open for travel between the hospitals for clinical purposes only.

The current Emergency Department (ED) entrance and a portion of the adjacent ambulance drop-off area will become part of the B3C construction site. Projects are planned throughout the summer to help the MGH operate for the next four years with a reduced ED drop-off area and a temporary ED entrance. Construction of this temporary entrance will begin in the Main Lobby during the week of June 25. In late September, a fence will be built around the entire B3C site, from the new ED entrance, along the edge of the Clinics building, around the corner along Fruit Street and behind the MEEI. To ensure safety and to reroute patient and visitor traffic away from the ED/main entrance ramp, a series of sidewalk and street curb projects will be underway in July. These projects will support the following relocations:

JULY

- The Partners shuttle bus stop will relocate from the Wang Ambulatory Care Center (WACC) to the Jackson building entrance.

AUGUST

- The taxi stand will move to North Grove Street next to the Parkman Street Garage.
- Inpatient discharges will relocate from the main entrance to the WACC lobby.

SEPTEMBER

- Non-emergent ambulance pick-ups and drop-offs will relocate from the main entrance to the Cox building entrance.
- The main entrance driveway will be restricted to urgent ambulances only.
- The main entrance patient drop-off area will move to the area where the current taxi stand is located.
- Pedestrians will begin to use safer intersection crossings and covered routes from the core campus to the Yawkey Center for Outpatient Care, the Francis H. Burr Proton Therapy Center and the MEEI.

Construction updates will be highlighted in the What's Happening section of *MGH Hotline*. For more information, contact Brad Seamans of the MGH Planning Office at (617) 726-2442.

– Leadership meeting

(*Continued from page 1*)

Gregg Meyer, MD, MSc, senior vice president for Quality and Safety, described the newly revamped MGH/MGPO quality and safety efforts. The initiative is centered on two goals – creating the highest quality and safest care environment for patients and staff and leading the nation in quality and patient safety.

To achieve these goals, the hospital has established the MGH/MGPO Center for Quality and Safety. Meyer explained that these efforts address all six of the Institute of Medicine's recommended aims for high-quality medicine – safety, effectiveness, patient-centeredness, timeliness, efficiency and equity. He also laid out a roadmap for reaching the MGH's goal of becoming a national leader in quality and safety and reviewed the guiding principles for the restructuring efforts at the MGH.

Meyer explained that the MGH will continue to build a strong foundation of clinical data sets to inform and enhance quality improvement efforts. Other goals include developing quality incentive programs for senior leadership and regularly focusing on quality and safety at clinical and administrative leadership meetings.

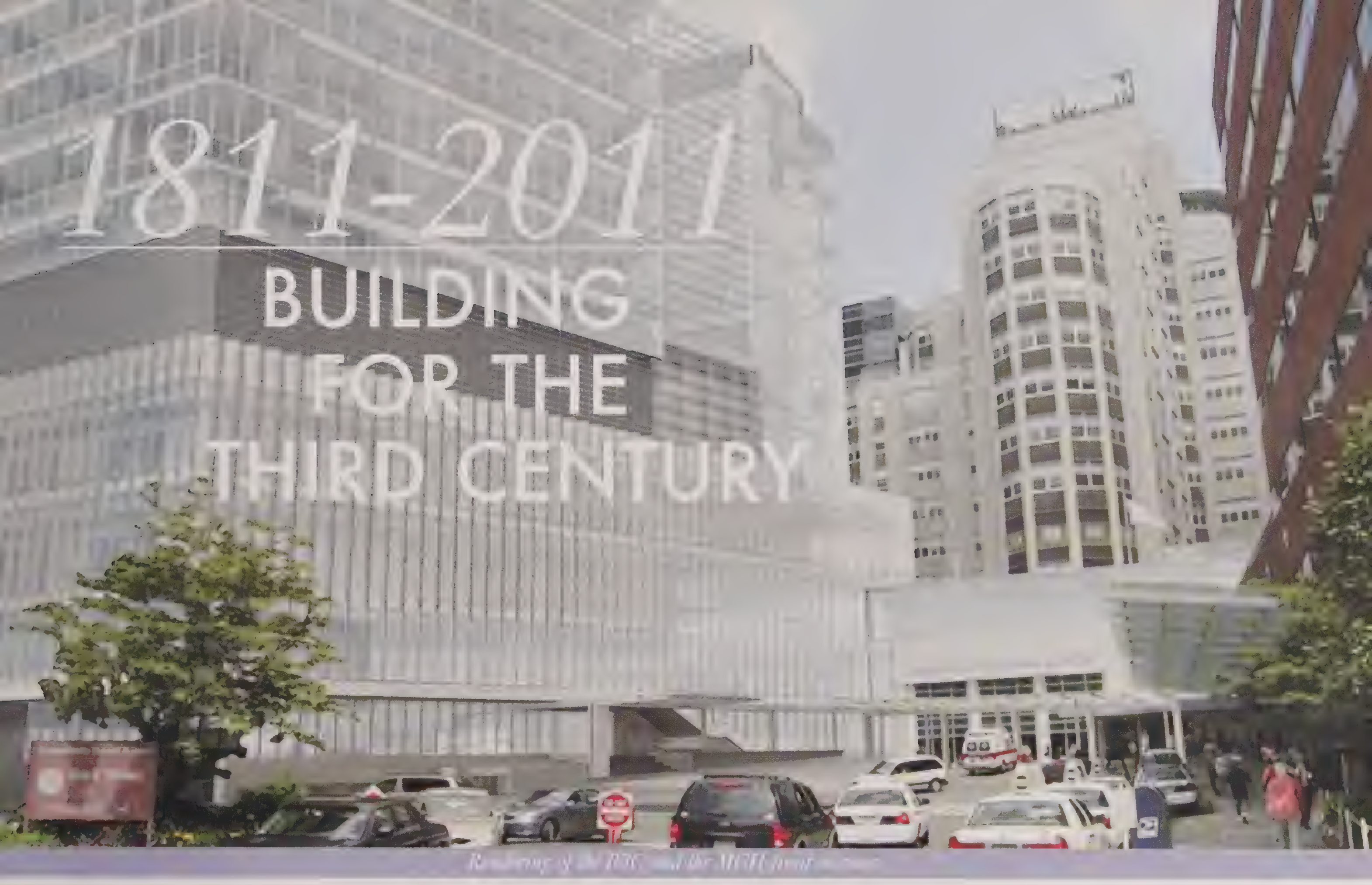
The FY '08 budget was the last topic of the meeting. Sally Mason Boemer, vice president for Finance, discussed the hospital's financial performance to date. Currently, the MGH operating margin of $55.1 million exceeds the budget by $16.8 million. This is driven by strong volume, primarily inpatient; strong payment rates; and royalty revenue. Expenses are running over budget in part because of benefit costs being over budget and because all new programs and positions have not yet been ramped up.

Mason Boemer described the budget outlook going into the FY '08 budget process. Several key budget drivers – volume, expense management and revenue/payor rates – present some opportunities as well as challenges. Original requests exceeded available resources by $172 million related in part to requests for new positions and programs, a growth in supplies and services and lower-than-expected growth assumptions in outpatient areas. A balanced set of targets has been developed that focuses on revenue, baseline expenses and new programs.

To conclude, Mason Boemer explained that there is progress toward a balanced budget, and the MGH will continue to grow and add new positions next year, but not at the rates of recent years. The hospital's commitment to strategic plan objectives such as quality and safety, process improvement and clinical business development will be maintained or even increased, as will the funding of competitive compensation programs in support of the workforce. ●

1811-2011

BUILDING FOR THE THIRD CENTURY



Rendering of the B3C and the MGH front entrance

THROUGHOUT ITS HISTORY, the MGH has built and sustained its preeminence by never standing still, always remaining focused on improving, serving, evolving. It is a process of persistent evaluation, revision and rebuilding to meet the ever-changing demands of advancing technologies and new health care challenges. At its center is an overriding concern for the patient, who remains the focus of every decision and every change. Now, once again, significant change is about to unfold. The MGH is preparing to begin construction of a 530,000-square-foot clinical facility – the Building for the Third Century (B3C).

FOR THE PAST TWO YEARS, MGH STAFF, architects, planners and others have collaborated to meticulously design and plan this new building to house emerging sophisticated technologies for the care of patients receiving emergency, radiation oncology, surgical, neurological and cancer care.

Slated to open in 2011 – the hospital's bicentennial – the building is a testimony to the MGH's commitment to its patients. With 10 floors above ground and four below, the B3C will help transform and modernize the hospital and make the campus more patient-friendly and easy to navigate.

Situated at the heart of the MGH campus – where the Clinics, Tilton and Vincent Burnham Kennedy (VBK) buildings now stand – the B3C will feature five acute care and intensive care inpatient floors dedicated to neurology, neuro-oncology, neurosurgery and cancer care. All patient rooms will be spacious and single occupancy, providing privacy and enhancing the healing environment with space for families and visitors.

The new building also will feature three floors of integrated inpatient and outpatient services, including specially designed procedure rooms with supporting perioperative services to comfortably accommodate patients recovering from surgery. An expanded and reconfigured Emergency Department with a separate and covered ambulance entrance will provide the hospital with more space and technology to care for some of the most critically ill or injured patients entering the MGH. A new Radiation Oncology unit will be built adjacent to collaborative departments, offering improved coordination of patient care. In addition, the building will include spacious facilities for central sterile processing and a loading dock set back from neighborhood streets.

Green space will be a prominent feature of the B3C. Two roof gardens and one large atrium, with plants and natural light designed to filter into patient and staff areas, will create a soothing and welcoming environment for all.

To facilitate access to the rest of the MGH campus and foster clinical collaborations, the B3C will link directly to the White and Ellison buildings, as well as the Yawkey Center for Outpatient Care, which will connect via a new pedestrian bridge. ■

Acute and intensive care patient rooms feature the latest technology and welcome space for family members.

Five floors for neurosciences and cancer care

Acute and intensive care beds devoted to the care of patients on cancer, neurology, neuro-oncology and neurosurgery units will comprise the top five floors of the B3C. From the initial phase of planning for the building, clinical leadership at the MGH has worked with architects and planners to design patient rooms driven by a concern for safety, comfort and the promotion of healing for patients and families.

Architects in turn collaborated with hospital caregivers to plan patient rooms that will be private and uniform, offering natural light, views of the building's indoor atrium and space for families to be involved in care.

In addition to addressing the medical needs of patients, the acute and intensive care floors were designed to give MGH neurosciences staff access to advanced neuroimaging technology, including a magnetic resonance imaging scanner, a computed tomography scanner and a positron emission tomography scanner. The Neuroscience Intensive Care Unit imaging suite also will incorporate a state-of-the-art research laboratory.

The B3C will facilitate networking and exchange between neuroscience specialties and colleagues across multiple disciplines. The building will have a dramatic effect on the standard of care provided to patients, fostering an important synergy among MGH neurologists, neurosurgeons and neuroradiologists needed to achieve the highest standards of patient care and clinical research.

The new building will also help those patients receiving cancer care. With the MGH Cancer Center's pressing need for additional beds, the relocation and expansion of cancer inpatient space to the B3C will increase the number of dedicated beds for medical oncology patients from 26 to 64. Oncology patients and clinicians will benefit from close proximity to the Francis H. Burr Proton Therapy Center, Radiation Oncology and the cancer programs located in the Yawkey Center for Outpatient Care.

The next generation of MGH Radiation Oncology

With the goal of delivering the best possible care experience for all patients, an expanded Radiation Oncology unit, named the James M. and Ruth P. Clark Center for Radiation Oncology, will be constructed on the B3C's below-ground floors. The new center will include expanded patient and support space and an open floor plan, which will improve access for patients and facilitate coordination among disciplines.

The center's convenient location adjacent to the Francis H. Burr Proton Therapy Center will help streamline patient care and increase the efficiency of related services. With the latest in sophisticated medical techniques and equipment, including image-guided therapies that deliver highly precise x-rays to tumors, patients will receive leading-edge care and safety.

Among the new amenities for patients and families will be computer education kiosks in waiting areas and a patient area where yoga classes, massage therapy, on-site social work services and nutrition offices will be located. Technicians will have large, private control rooms, and clinicians will be able to make use of ample spaces near treatment areas, which will increase in number from five to eight. A new multipurpose conference room will allow for larger departmental meetings.

The new building will enable the MGH to remain at radiation oncology's forefront in the years to come. ●

Waiting areas provide comfortable seating and space for families and visitors.

Operating/procedure rooms will [illegible]

B3C sets new standards in surgery

BECAUSE MEDICAL IMAGING HAS VIRTUALLY REVOLUTIONIZED THE practice of medicine over the past decade, architects and clinicians designing the B3C's operating/procedure floors took the opportunity to incorporate medical imaging technology directly into these rooms. Surgical and interventional rooms that support image-guided procedures will share space, allowing for greater cross-collaboration and enhanced patient care.

Three floors will be dedicated to inpatient and outpatient procedures, and each will integrate operating rooms supporting pre- and post-operative care to enable timely coordination of surgical treatment. Twenty-nine operating rooms will be built, and the new suite will house 66 perioperative bays.

The new configuration will enhance comfort and reduce waiting times for patients being escorted from a newly designed waiting and pre-operative area in the Wang Ambulatory Care Center to their assigned procedure room in the B3C or Main Operating Room. Patients also will benefit from improved accommodations in perioperative bays, which will feature more privacy with three-walled structures and enough space to accommodate family members.

The B3C's procedural floors have been designed to incorporate advancing technology and foster collaboration among clinicians from various MGH specialties. For example, neurosurgeons will be able to perform brain surgery facilitated by brain scans involving a 3-Tesla MRI, a state-of-the-art system faster and more powerful than imaging equipment used in today's operating rooms.

All of the procedure rooms will be equipped with multiple ceiling-mounted booms that will store equipment off the floor, allowing it to be moved closer to the patient and improving ergonomics for the staff working in these rooms. Clinicians will be able to view real-time images on both boom-mounted and large flat-screen monitors.

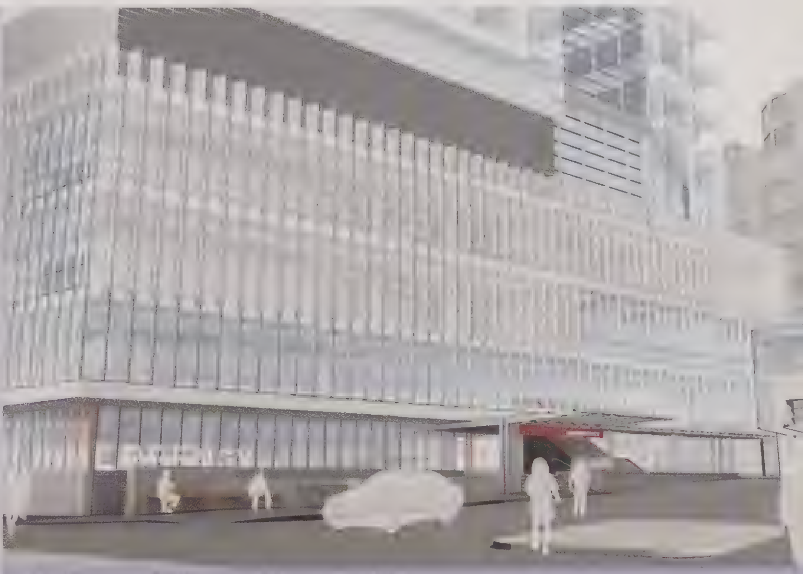
Advanced information technology in these rooms will allow cases to be recorded or broadcast to aid in the training of MGH staff and clinicians in remote locations. ■

A new era of emergency care

THE MGH EMERGENCY DEPARTMENT (ED) HAS LONG STRUGGLED WITH limited space and crowded facilities to accommodate an ever-increasing number of patients. Historically, almost half of all inpatient admissions to the MGH have come through the ED. The B3C will offer a timely solution to this critical issue, enabling emergency services to be reorganized, expanded and improved.

Named the Sumner M. Redstone Emergency Department, the new ED will have a protected ambulance entrance shielding emergency patients from inclement weather. Dedicated ambulance access will keep emergency vehicles separate from all other hospital traffic.

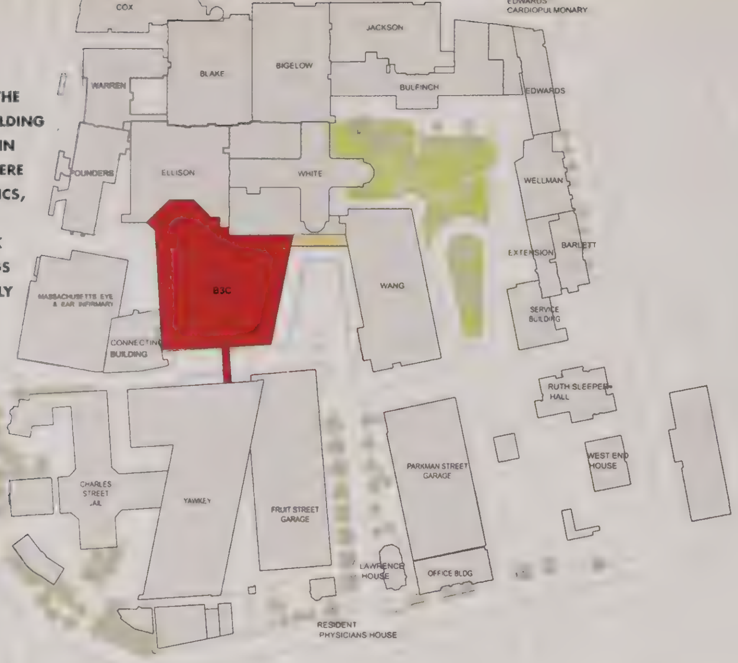
As a Level 1 Trauma Center, the MGH must always be prepared to confront the worst-case scenarios, such as terrorist attacks or natural disasters. The new ED will feature facilities designed for the large- and small-scale decontamination of patients, as well as enhanced capabilities to isolate and care for individuals infected with transmissible airborne infections with the addition of eight negative-pressure treatment rooms.



The Sumner M. Redstone Emergency Department

Patient treatment rooms will be fully enclosed for privacy and reduced noise, and ED patients should experience reduced wait times with the implementation of a new system to shorten the time from arrival to evaluation by a physician and nurse team. Eleven rooms will be added or renovated to care for critical patients in new, state-of-the-art critical care trauma rooms. Patients seeking care in the enhanced ED will find waiting areas filled with natural light where they can sit with family. Recognizing a growing demand for communication, the ED also will include a special area where people can connect laptops.

Finally, acknowledging that the needs of the MassGeneral Hospital *for* Children's pediatric emergency patients and their families call for special accommodations, the new ED will incorporate a pediatric-centered space within the general department. Plans include a separate waiting area, offering young patients and their families a calm and comforting atmosphere as well as direct access to specialists in pediatric emergency care.


COX
EDWARDS CARDIOPULMONARY
JACKSON
BLAKE
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WARREN
BULFINCH
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FOUNDERS
ELLISON
WHITE
WELLMAN
EXTENSION
BARLETT
B3C
WANG
MASSACHUSETTS EYE & EAR INFIRMARY
CONNECTING BUILDING
SERVICE BUILDING
RUTH SLEEPER HALL
CHARLES STREET JAIL
YAWKEY
FRUIT STREET GARAGE
PARKMAN STREET GARAGE
WEST END HOUSE
LAWRENCE HOUSE
OFFICE BLDG
RESIDENT PHYSICIANS HOUSE

SITE OF THE NEW BUILDING SHOWN IN RED, WHERE THE CLINICS, TILTON AND VBK BUILDINGS CURRENTLY STAND

Reshaping the MGH campus

WHEN THE YAWKEY CENTER FOR OUTPATIENT CARE OPENED in 2004, more than 100,000 square feet was vacated throughout the hospital. This opened up an opportunity for the MGH to accomplish two major objectives – to vacate the Clinics, VBK and Tilton buildings in preparation for construction of the B3C, and at the same time launch a three-year campus renovation campaign to better accommodate patients, staff and visitors and further the strategic and facility plans of the hospital.

"The MGH seized a rare opportunity, with so much clinical space vacated at once, to bring additional outpatient practices together into more efficient suites and patient-friendly locations," says Jean Elrick, MD, senior vice president for Administration. "We have consolidated, reorganized and renovated much of the space to yield a vastly improved campus system."

Most of the MGH ambulatory visits on campus now occur in recently renovated suites around the hospital perimeter. Inpatient, operating room and high-tech treatment facilities, including the B3C, will be concentrated in the center of the hospital. Administrative offices from the Clinics, VBK and Tilton buildings now are moving to leased sites near the campus and to vacated floors in buildings better suited for administrative functions.

The ongoing series of campus reshaping projects will continue through mid-July. Some of these moves have included the Pediatric Intensive Care Unit's expansion and relocation from Ellison 3 to Bigelow 6 and the relocation of MGH neurosciences offices and ambulatory care suites to Wang 7. The following departments have recently vacated the Clinics, VBK and Tilton buildings: the Harvard Credit Union and MGH Human Resources Employee Access Center to Bulfinch 1; Volunteer and Interpreter Services to the Gray Basement; the Chaplaincy, inpatient Social Work and Operating Room Nursing to Founders 6; and Biomedical Engineering to Ellison 3 and Ruth Sleeper Hall.

The reshaping of the MGH campus will be highlighted in a special *MGH Hotline* insert later this summer.

Behind the scenes support

SURGERY CANNOT BE PERFORMED SUCCESSFULLY WITHOUT STERILE instruments and materials. To provide this vital function, the Sterile Processing Department (SPD) is a virtual hive of activity as staff daily manage the sterilized instrumentation requirements of MGH doctors and nurses. As volume and advancing technology have increased the need for space devoted to this critical activity, the new building includes plans for a much-needed expansion of the SPD from the 8,000 square feet the department occupies today to a state-of-the-art, 24,000-square-foot facility below ground.

The new SPD will centralize the management, purchasing and distribution of sterile bulk supplies and instrumentation and will be among the largest of its kind in the United States. Furthermore, the new SPD will house the latest technology, equipment and information systems, allowing instrumentation and supplies to be tracked from request to delivery.

[illegible]

To view dozens of architectural renderings and take a peek at the MGH of the future, access the new B3C Website at *www.massgeneral.org/building3c/*. Campus changes and construction updates are also available on the site.

Behind-the-scenes staff take center stage on Operations Support Staff Day

Thousands of MGH operations support staff took a well-earned break from their work as they were treated to a special luncheon June 12 in honor of Operations Support Staff Day. The occasion honors the many contributions of the MGH's behind-the-scenes staff members who ensure that hospital operations run smoothly and efficiently each day. Along with the lunch catered by MGH Nutrition and Food Services, employees were given embroidered duffel bags as tokens of appreciation.

Pires, left, and Jean Elrick, MD, senior vice president for MGH Administration

A highlight of the event was the presentation of the 2007 Ricardo Diaz Memorial Award to this year's recipient, Domingas Pires of Environmental Services. A 12-year veteran of the MGH, Pires began her career at the hospital as an environmental service aide and now works on White 5. As family and friends cheered, Pires accepted the plaque and check. Her name will be added to the Employee Wall of Recognition on Ellison 1.

According to Robert L. Martuza, MD, chief of the Neurosurgical Service, and Andrew L. Warshaw, MD, surgeon-in-chief, who were among those who nominated Pires for the award, it is a well-deserved honor. "Domingas tends to our offices on White 5 as well as several other locations on a daily basis in a quiet, efficient and friendly way and always with a smile," they wrote in a nomination letter. "She goes out of her way to make your day easier and frequently asks if there is something in particular she could do to help. Domingas is a true asset to the MGH community and an outstanding individual."

The day's festivities concluded with two receptions for evening shift employees, one of which included a surprise appearance by Vince Wilfork, defensive lineman for the New England Patriots. ●

Keane Baker

Inspiring discretionary effort

MGH leaders often desire to enhance the patient's experience at the hospital without knowing how to fully tap into one of the keys to achieving this goal – discretionary effort, which is the initiative, interest, motivation, dedication, commitment, enthusiasm and loyalty each employee possesses. Discretionary effort also is a critical success factor for managers, as it ensures that staff voluntarily express consistent responsiveness to patients and colleagues.

On May 30, the MGH Service Improvement Department, part of the MGH/MGPO Practice Improvement Division, hosted the latest session in its Service Learning Series, "Great Leaders Inspire Discretionary Effort," to provide managers and leaders with the tools to encourage their staff to practice discretionary effort. Guest speaker Susan Keane Baker, MHA, author of *Managing Patient Expectations: The Art of Finding and Keeping Loyal Patients*, taught participants a wealth of strategies for motivating staff to use discretionary effort so that patients and staff have the best possible service experience at the MGH. Keane Baker described methods ranging from identifying individual staff needs to quick recognition methods such as placing words of praise on a centrally located board.

For more information about the Service Learning Series, contact Cindy Sprogis, senior project manager for the Service Improvement Department, at *csprogis@partners.org* or (617) 726-1030. ●

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MGH**HOTLINE**

WHAT'S HAPPENING

Senior HealthWISE film series

The MGH Senior HealthWISE film series will host a free screening of "The Pursuit of Happyness" June 26, from 2 to 4 pm in the Haber Conference Room. Registration is required. For more information, call (617) 724-6756.

Memorial service for Carl Baxter

A memorial service for longtime MGH employee Carl Baxter will be held June 28 at 11:30 am in the MGH Chapel on Ellison 1. A 30-year veteran of the MGH, Baxter died May 30 after a long illness.

Hand hygiene slogan contest

The MGH STOP (Stop Transmission of Pathogens) Task Force is holding a contest to identify a slogan employees can use to remind one another to practice hand hygiene. The winner will receive a football autographed by New England Patriot Richard Seymour. Entrants should consider the following guidelines: the slogan can be a single word, phrase or complete sentence; it should be distinct and not easily confused with common terms or medical phrases; and it should be discreet to avoid causing embarrassment or concern. The deadline for entries is July 1. Entries can be submitted by the following methods: e-mail to *jtarselli@partners.org* or *hschleicher@partners.org*; interoffice mail to the Infection Control Unit, Bulfinch 330; or dropped off in the entry box at the information desk across from Coffee Central.

New ED entrance to be constructed in Main Lobby

Beginning June 23, a portion of the Main Lobby will be blocked off for the construction of a new outside entrance to the Emergency Department (ED). On June 23 and 24, the ED will remain open through the outdoor ambulance entrance only. All MGH staff and visitors inside the hospital who wish to travel to the ED, Vincent floors 6 through 9 or the Massachusetts Eye and Ear Infirmary via the Clinics corridor will need to exit the Main Lobby revolving doors, turn right and re-enter through the ED ambulance sliding doors. Once a temporary passageway is completed June 24, indoor travel will resume. MGHers are asked to assist patients and visitors find their way. For more information, contact Brad Seamans at (617) 726-2442.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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Joint Commission lab survey preparation

All MGH staff and employees – especially laboratory managers and staff, physicians, nurses and medical technologists – should be prepared for an unannounced Joint Commission laboratory survey to take place before Jan. 1, 2008. MGHers should consider it a hospitalwide inspection with a laboratory focus. The Joint Commission conducts its laboratory accreditation survey every two years. The inspection is independent from the recent hospital survey that took place in December. It centers on the inspection of processes and environments involved with lab testing, from point-of-care testing to laboratory work, with a focus on compliance with the 2007 Laboratory Services National Patient Safety Goals.

One Joint Commission surveyor will make a 12-day visit, or two surveyors will complete a six-day inspection. MGH employees will be alerted of the Joint Commission's arrival by their managers and broadcast e-mail. Surveyors will use the tracer methodology to follow work on patient care floors, in laboratories and throughout the hospital to trace compliance.

To prepare for the lab survey, the FYI information campaign will resume with the distribution of new posters and handouts – featuring a new FYI-laboratory logo – to all patient floors and laboratories. MGHers should use these documents to review important hospital activities, programs and policies, particularly those relevant to the Laboratory Services National Patient Safety Goals.

For more information about the Joint Commission Lab Survey, contact Donna MacMillan, director of Operations for Clinical Pathology, at (617) 726-8887 or *dmacmillan@partners.org*.

June 29, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Health and Fitness Expo makes learning about healthy living fun

The expo's hands-on activities engaged children and families.

The MGH and other Partners hospitals joined Boston's health, fitness and medical communities in the Hynes Convention Center for the Channel 7 News /CW 56 and Partners HealthCare Health and Fitness Expo June 23 and 24. Open to the public, this first-of-its-kind event for the city gave MGH caregivers the opportunity to showcase many of the innovative services available at the hospital. An estimated 70,000 people attended the event.

With an emphasis on education and fun for the whole family, the MGH presented a number of exciting activities and exhibits highlighting important health topics. MGH experts provided information about the risks, treatment and prevention of heart disease in women, and members of the MGH Sports Medicine Center and the Sports Physical Therapy Service shared tips for preventing and managing common sports injuries. Children and adults alike enjoyed an unusual opportunity to crawl through Coco the Colossal Colon® – a 40-foot-long, 4-foot-high model of the human colon – to learn more about digestive health, colon cancer and other diseases. Visitors also had questions answered by clinicians from the MGH Digestive Healthcare Center and the MGH Cancer Center. Other topics the MGH covered at the expo included smoking cessation, treating the mind, body and spirit of individuals undergoing cancer treatment and a presentation on "Your Body for Kids" by staff from the MassGeneral Hospital *for* Children. ●

Sharing disparities solutions and tools for change

National studies reveal that minority individuals across the country receive lower quality health care, regardless of insurance status, income, age or severity of illness. To address these health care disparities, the MGH established the MGH Disparities Solutions Center in 2005 under the leadership of Joseph Betancourt, MD, MPH.

The MGH Disparities Solutions Center recently hosted a kick-off for its one-year Disparities Leadership Program May 30 and 31. The program is targeted to leaders from hospitals, health plans and community health centers across the country. Participants committed to engaging in a disparities-reduction project and attended the opening session at the Hotel@MIT. Approximately 25 health care leaders convened in Cambridge to learn the latest strategies to address racial and ethnic disparities in health care and ways to implement these tools in their organizations. Over the course of the opening program, panel sessions with leaders from the MGH and several health plans across the country, as well as break-out discussion sessions, were conducted.

"This was the kick-off to an exciting, one-of-a-kind national disparities leadership program," says Betancourt. "We are pleased that this group of leaders from around the country – representing hospitals, health plans and community health centers – could learn about what we are doing at the MGH and what is going on in other areas of health care delivery."

For more information about the MGH Disparities Solutions Center, visit *www.mghdisparitiessolutions.org.*

From left, Shepard, Gupta, Walsh and Hanumara

Meet Robopsy

A team of MGH radiologists and Massachusetts Institute of Technology (MIT) graduate students won top honors in the 2007 MIT $100K Entrepreneurship Competition May 16. Rajiv Gupta, MD, PhD, director of the Ultra-high Resolution Volume CT Lab, and Jo-Anne Shepard, MD, director of Thoracic Radiology, teamed up with Nevan Hanumara and Conor Walsh, MIT mechanical engineering doctoral candidates under professor Alex Slocum, PhD, to design a robot that aids clinicians in performing tumor biopsies. The team won $30,000, which they will use to form a company to produce and market their device, called Robopsy, a robotic, remote-controlled needle inserter.

A needle biopsy is a minimally invasive procedure used to obtain tissue samples in order to make a diagnosis. The idea for Robopsy came to Gupta while he was observing biopsies – typically performed manually – while he was a radiology resident at the MGH. In the fall of 2004, Gupta presented his idea for Robopsy to the Center for the Integration of Medicine and Innovative Technology (CIMIT) and to Slocum's Precision Machine Design class, which has a standing relationship with CIMIT. MIT students accepted Gupta's challenge and used a $4,000 CIMIT grant to build a prototype. The team created a business plan for their invention, which was then entered in the MIT competition. Robopsy was the grand prize winner in the venture category.

A second generation prototype of Robopsy is currently being tested. It is hoped that the use of this device will reduce biopsy procedure time by 30 minutes and decrease patient risk. Says Shepard, "Radiologists are increasingly asked to biopsy smaller and more challenging lesions. Robopsy was developed to improve the precision of needle placement in a more time-efficient way. We hope that ultimately it will improve patient care." Gupta adds, "CIMIT, MIT and the MGH were able to create this device collaboratively. Robopsy was a true team effort." ●

New PICU sparkles at open house

The Pediatric Intensive Care Unit (PICU) celebrated its grand reopening on the sixth floor of the Bigelow Building with an open house June 11 for MGH employees and the PICU staff's families and friends. Close to 100 people attended the event, which featured remarks by administrators, refreshments and music courtesy of a harpist from the HOPES program.

The new unit represents an expansion of the PICU's former location on the third floor of the Ellison Building. The department now houses 13 single-occupancy intensive care beds – five more than before – and each room contains a sleeping area for parents. Amenities such as a new fish tank and hotel-style safes for parents to store valuables, both courtesy of the Ladies Visiting Committee, make the space welcoming and patient-ready.

Says Brenda Miller, RN, nursing director of the PICU, "The open house was a wonderful opportunity for everyone to see the new unit before our patients arrived. In our new location, the PICU will continue to be a center of healing for the hospital's young patients and their families."

Honoring cancer survivors

The Network for Patients and Families, a program of the MGH Cancer Center, sponsored a daylong celebration June 7 in recognition of National Cancer Survivors' Day. Current and former cancer patients took part in a variety of activities designed to aid in recovery and create peace during a stressful time.

Workshops and informational sessions took place throughout the day on a variety of issues, including raising children with a sick parent, helping young adults living with cancer and eating healthily to support the immune system. Guests were invited to take part in expressive arts therapy, learn scarf-tying techniques and receive chair massages. Visitors also were able to head outdoors to the Healing Garden for bird-watching activities and a tour of the Boston skyline while live harp music played in the background. The day concluded with an evening program entitled "New Advances in Cancer Treatment," featuring MGH Cancer Center speakers Bruce A. Chabner, MD, director; Thomas Lynch Jr., MD; and Lidia Schapira, MD. ●

MGH men speak out against abuse

An initiative based at the MGH acknowledged the Father's Day holiday by recognizing the important role men can play in ending all forms of gender violence. For the third year, MGH Men Against Abuse hosted events June 12 to encourage fathers, sons, brothers and friends to pledge to never commit, condone or remain silent about men's violence against women. The activities began with a morning service in the MGH Chapel aimed at drawing attention to men's roles in eliminating domestic violence. After the service, participants were given the opportunity to sign a commitment against violence and to learn more about the group at an information table in the Main Corridor.

Men Against Abuse was created three years ago with the goals of fostering awareness and offering educational opportunities about abuse and encouraging everyone – particularly men – to speak up about violence against women. For more information, visit *www.massgeneral.org/menagainstabuse* or contact Lenny DeBenedictis at (617) 724-2206 or Jim Heffernan at (617) 726-2684. ●

MGHers in the chapel service

A gift for all faiths

Retired MGHer George Terzides is a master of carpentry. For more than 30 years, he shared his gift for woodworking as a member of the MGH Buildings and Grounds staff, but his contributions to the MGH did not end with his retirement in 1995. When Terzides recently learned that the MGH Chapel needed a table for a variety of purposes – including displaying the menorah during Jewish services and for the interfaith Blessing of the Hands ceremony – he set right to work. Terzides designed and hand carved the table, made of Brazilian mahogany, and presented it to the MGH during a special ceremony. This is not the first time the Chapel has benefited from Terzides' generosity; he previously donated both the Catholic portable altar and the Jewish ark that houses the Torah. ●

From left, Michael McElhinny, MDiv, director of the Chaplaincy; Terzides and Gina Murray, office manager for Chaplaincy

MGH-MEEI Bridge: Clinical Connector opens July 16

The MGH-Massachusetts Eye and Ear Infirmary (MEEI) Bridge: Clinical Connector will be open for clinical traffic only beginning July 16. The Clinics Building first floor will close July 20.

MGH and MEEI employees using the bridge for clinical purposes will have access from 6 am to 6 pm Monday through Friday. During off hours, the bridge can be accessed via videophone, which will be monitored by MGH and MEEI Police and Security from 6 pm to 6 am Monday through Friday and 24 hours Saturday and Sunday. Other staff and visitors going to MEEI from the MGH will need to exit through the MGH Main Lobby doors and walk outside along Fruit Street to the MEEI building entrance.

In the case of a code emergency in the bridge area, MGH responders can access adult and pediatric code carts in the Intermediate Care Area on the second floor of the Ellison Building. All emergencies will be treated in the Ellison Intermediate Care Area in Room 225.

MGHers who will use the bridge frequently include members of the MGH Code Team, Materials Management, Patient and Specimen Transport, Police and Security, Volunteer Services, Speech Therapy, Physical Therapy, Respiratory Therapy and Nursing. Representatives from each group will attend a training session during the week of July 9. Attendees will learn about the access system and emergency procedures so that they can orient their colleagues. For more information or to attend one of the training sessions, contact Angela Marquez at pager 15167 or amarquez1@partners.org.

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WHAT'S HAPPENING

"When Things Go Wrong" DVD available

A free DVD, "When Things Go Wrong: Voices of Patients and Families" is available from professional liability insurer CRICO/RMF. The DVD is intended to help physicians, nurses and other health care providers better understand how medical errors affect the lives of patients and their loved ones. More information and an online order form are available at *www.rmf.harvard.edu/WTGWfilm.*

Conversations with Caregivers Eldercare Series

As part of its Conversations with Caregivers Eldercare Series, the MGH Geriatric Medicine Unit will offer "Myths and Realities of Aging: What is Normal?" July 12, from 5:15 to 6:30 pm in the Blum Center. Kenneth Minaker, MD, chief of MGH Geriatric Medicine, will present. For more information, call (617) 726-4612.

WACC and Yawkey valet parking rate changes

Effective July 2, the WACC and Yawkey valet rate will increase from $9 to $12 per visit. Vehicles with handicapped license plates or hangtags will continue to pay the $9 rate. There also will be no short-term parking allowed in the WACC Circle to accommodate increased traffic for patient pick-ups. Individuals who need to enter the hospital briefly may park in one of the main garages and return to the cashier within a 25-minute grace period to exit the garage at no charge. For more information, call (617) 726-8886.

Change to Garden Garage Value Card Parking Program

MGH Parking and Commuter Services has a new program to allow employees to park in the Garden Garage on Lomasney Way past the current 6 pm curfew at no additional charge. Employees enrolled in the Value Card Program who work past 6 pm due to a rotating shift or overtime no longer need to move their car to the front garage before 6 pm to avoid paying additional charges. This option is available for employees whose shift ends at 7 pm or for occasional use only. Employees who use the Value Card Program for nonwork activities are subject to loss of parking privileges and those who routinely stay past 6 pm may be assigned other parking options. Overnight parking is not permitted and any fees incurred for overnight parking will be charged to the employee. For more information, call (617) 726-8886.

Remy Report blood drive

The MGH Blood Donor Center will host a blood drive July 2 through 6 with Jerry Remy, Boston Red Sox commentator and host of the Remy Report. Donors will receive a "RemDawg" t-shirt autographed by Remy and automatically will be entered into a raffle to win a pair of Red Sox tickets. On July 3 and 5, donors also will be treated to a sundae bar. Walk-ins are welcome. For more information or to schedule an appointment, call Ali Horanieh at (617) 726-8171.

Smoking cessation programs

The MGH Tobacco Treatment Service is offering three seven-week smoking cessation programs beginning July 11 at 5 pm, July 31 at noon and Aug. 9 at 2 pm. Topics include preparing to quit, coping with stress and preventing weight gain. Low-cost nicotine patches and/or gum are available with written approval from a primary care physician. Advance registration and a registration fee are required. For more information, call (617) 726-7443.

Change in *MGH Hotline* schedule

Due to the Fourth of July holiday, *MGH Hotline* will not be published July 6. The regular publication schedule will resume July 13.

IN GENERAL

President George W. Bush has appointed **Imam Talal Eid**, Muslim staff chaplain for the MGH Chaplaincy, to the United States Commission on International Religious Freedom. He is the first Muslim cleric to be named to the commission and will serve a two-year term. Created in 1998, the commission is an independent, bipartisan agency that monitors international religious conditions and offers policy recommendations to the president.

Bradley T. Hyman, MD, PhD, director of the MGH Alzheimer's Disease Research Center and the John B. Penney Jr. Professor of Neurology at Harvard Medical School, is one of two recipients of the Centennial Awards given by the American Health Assistance Foundation. The $1 million awards are intended to foster innovative, multidisciplinary research aimed at slowing or reversing the progression of Alzheimer's disease. Hyman is leading a team of scientists from Washington University and Stanford University to study different forms of the apoE gene associated with Alzheimer's disease susceptibility, work that has the potential to identify targets for future medicines.

Christopher Newton-Cheh, MD, MPH, of MGH Cardiology, is one of 20 recipients of the 2007 Career Award for Medical Scientists given by the Burroughs Wellcome Fund. The award program supports junior physician-scientists in making the critical and challenging transition to an independent researcher. Newton-Cheh's research focuses on the genetic determinants of sudden cardiac death and electrocardiographic QT interval duration.

Submit news tips and story ideas to the *MGH Hotline*

Contact Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor,, at (617) 724-2753;
David Avruch, writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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(617) 726-2206

July 13, 2007

MGH **HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH ranks fifth in *U.S. News* list

The MGH has again earned spots on the *U.S. News & World Report* annual Honor Roll of America's Best Hospitals, ranking fifth nationally among the 18 hospitals on the list. The MGH was also among the top 10 hospitals in the country in 11 specialties: psychiatry, cancer, cardiology, heart and heart surgery, endocrinology, digestive disorders, geriatrics, neurology and neurosurgery, kidney disease, orthopædics, respiratory disease and rheumatology. MGH Psychiatry ranked first for the twelfth consecutive year. Below is a complete list of the MGH rankings in areas of specialty.

The honor roll will appear in the July 23 issue of *U.S. News & World Report*, available on newsstands July 16. For more information about the Best Hospitals issue, visit *www.usnews.com*.

Cancer	10
Digestive Disorders	4
Ear, Nose & Throat	29
Endocrinology	2
Geriatrics	4
Gynecology	14
Heart & Heart Surgery	5
Kidney Disease	4
Neurology & Neurosurgery	4
Orthopædics	3
Psychiatry	1
Respiratory Disorders	4
Rheumatology	7
Urology	11

Standing, from left, Slavin, Cudkowitz, Tarbell and Haber; seated, Claflin

Celebrating 10 years of the Claflin Awards

The first 10 years of the Claflin Distinguished Scholar Awards were celebrated June 21 at a gala luncheon under the Bulfinch Tent. Named in honor of Jane Claflin, MGH honorary trustee and co-chair of the Women in Academic Medicine Committee, the two-year grants support MGH women researchers who also have young children.

Representing the Executive Committee on Research, Daniel Haber, MD, PhD, director of the MGH Cancer Center, said, "The Claflin Awards are designed to benefit women faculty precisely at the most vulnerable stage of their careers, when they feel the competing pressures to care for young children and the need for research productivity in the academic world." Nancy Tarbell, MD, director of the MGH Office of Women's Careers and Center for Faculty Development, noted that recipients from the program's first nine years, who received awards totaling $2.1 million, went on to procure more than $51 million in subsequent funding from outside sources.

Claflin Award recipient Merit Cudkowitz, MD, said that her 1998 award came when she needed it most, with two small children and growing career expectations. Now the director of Neurology Clinical Trials at the MGH, she explained, "The awards send the message that not only is it all right to balance a research career with family, but it also is acceptable to receive support to do so."

Many of the speakers cited Claflin's tireless work on behalf of the hospital and other women on the clinical and research staff. "Jane is at the top of the list of volunteers who've made the greatest impact on the hospital," says Peter L. Slavin, MD, MGH president. "No cause has been more important to her than the careers of our women faculty." ●

Focus on LGBT health

Too often, lesbian, gay, bisexual and transgender (LGBT) individuals face disparities in health care services. Through an initiative by the Diversity Steering Committee, MGHers recently had the opportunity to hear from Stewart Landers, senior consultant with John Snow, Inc., a public health research and consulting firm. Landers' topic, "Why Everyone Should Care about Lesbian, Gay, Bisexual and Transgender Health," addressed the issue of health care disparities in the sexual minority community.

Landers discussed the study of LGBT health in America and pointed to the major areas of disparities: mental health, substance use and sexually transmitted diseases. Sometimes, according to Landers, society's negative response to alternative sexualities leads to self-image and self-esteem issues among those in the LGBT population. This in turn can influence choices regarding sexual behavior and substance abuse and can put LGBT people at significantly higher risk for mental health disorders such as depression and suicide.

Issues of health care access also were addressed. Landers cited surveys that found that some patients choose not to be open about their sexuality with their health care providers. He also said statistics show that many hospitals do not have policies in place that allow visitation rights to same-sex couples.

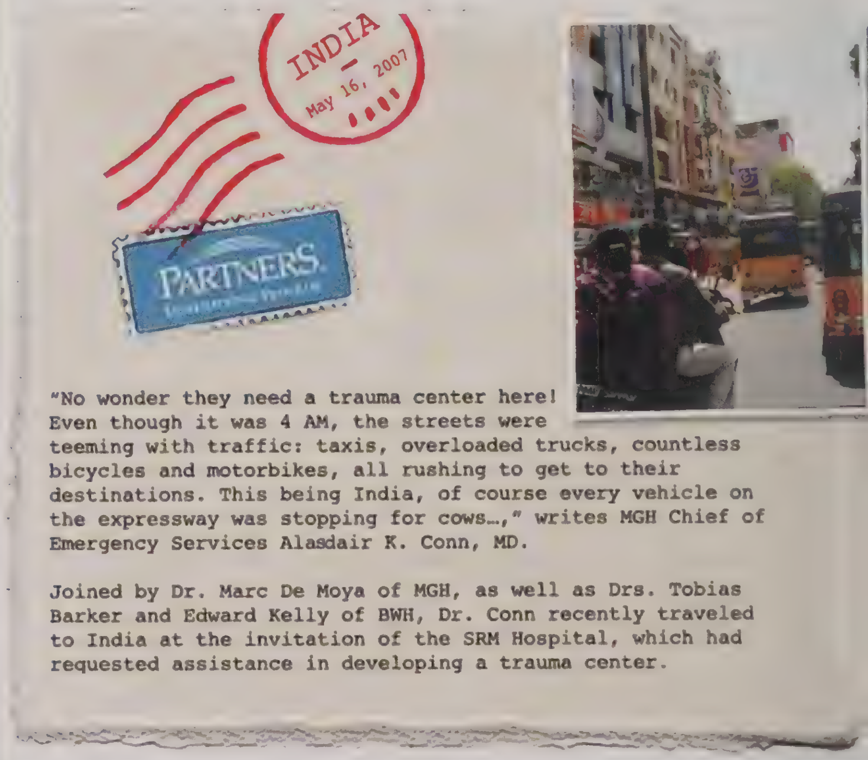
Said Landers, "Understanding more about how disparities impact the care these groups receive and targeting services to address these outcomes will help not only LGBT individuals, but the patient population in general."

Deborah Washington, RN, MS, PhDc, director of Diversity for MGH Patient Care Services, remarked on the application of these lessons to clinical practice. "Communicating openly with patients is one of the surest paths to eliminating disparities in care," said Washington.

Postcards from the Field

When Alasdair K. Conn, MD, chief of MGH Emergency Services, recently journeyed to Chennai, India to assist a local hospital in developing a trauma center, an eager audience of colleagues and friends back home was able to stay up to date on his adventures through a new electronic essay series, Postcards from the Field. Launched more than a year ago by the Partners International Program, the series highlights the experiences of clinicians working overseas in clinical settings or locally in cross-cultural settings. Conn is the first MGHer to contribute an essay.

To learn more about Postcards from the Field or to read more of Conn's essay, visit *www.partners.org/international/internl_media/internatmedia_publications.html.* ●



"No wonder they need a trauma center here! Even though it was 4 AM, the streets were teeming with traffic: taxis, overloaded trucks, countless bicycles and motorbikes, all rushing to get to their destinations. This being India, of course every vehicle on the expressway was stopping for cows…," writes MGH Chief of Emergency Services Alasdair K. Conn, MD.

Joined by Dr. Marc De Moya of MGH, as well as Drs. Tobias Barker and Edward Kelly of BWH, Dr. Conn recently traveled to India at the invitation of the SRM Hospital, which had requested assistance in developing a trauma center.

MGH nurses transform care at the bedside

The MGH is among 68 U.S. hospitals and the only adult academic center in the state selected by the American Organization of Nurse Executives to participate in the second phase of a national, two-year patient care improvement project, Transforming Care at the Bedside (TCAB), sponsored by the MGH Center for Innovations in Care Delivery. Originally launched in 2003 by the Robert Johnson Wood Foundation and the Institute for Healthcare Improvement, the TCAB project aims to engage nurses as leaders in driving patient care improvements. It provides nurses with the tools and training to lead quality and safety improvements on medical and surgical units, increase the retention of nurses and improve the effectiveness of the entire care team.

General Medicine Unit White 10 will serve as the central TCAB site at the MGH, and White 9, also a General Medicine Unit, will be the project's control unit. Members of the TCAB leadership team at the MGH are: Barbara Blakeney, RN; Eileen Flaherty, RN; Theresa Gallivan, RN; Christina Graf, RN; Susan Kilroy, RN; Sara Macchiano, RN; Nancy McCarthy, RN; Sally Millar, RN; and Amanda Stefancyk, RN. ●

Learning English takes hard work, dedication and support

"**Thank you to everyone,** generations past and present. Thank you to all of the staff at MGH," read Edline Dauphin of MGH Nutrition and Food Services, a student in the MGH's English for Speakers of Other Languages (ESOL) Program. "Today, I can take a microphone and talk to you in English."

From left, Beth Butterfoss, head ESOL teacher; Prince-Erickson; Arroyo; Jerry Rubin, president and chief executive officer of Jewish Vocational Service, Inc.; and Davis

Dauphin was one of 110 adult learners honored June 22 in the MGH Workplace Education Program's annual Celebration of Achievement. In her welcoming remarks, Carlyene Prince-Erickson, director of Employee Education and Leadership Development, noted that the ESOL Program is the flagship program of the Training and Workforce Development Office. She thanked the students for their dedication to learning and the students' managers for supporting their employees.

While family members, coworkers and special guests looked on, students from each of the 10 classes read a sample of their work, sharing personal stories about their home countries, their jobs at the MGH and aspects of their daily lives. Many spoke of waking up before dawn and caring for their families long after their workdays are over. The students then received certificates of recognition. Jeff Davis, senior vice president for Human Resources, voiced the sentiments of many when he remarked, "These employees make me proud to work at the MGH."

Felix Arroyo, Boston city councilor at large, gave the keynote address. Himself an immigrant who struggled to learn English, Arroyo said he felt great empathy for those being honored. "The MGH recognizes that these employees are worthy," he said. "This is a great institution because it values its employees like a family values its own members." ●

Bellack

New president to lead Institute of Health Professions

Janis P. Bellack, PhD, RN, FAAN, has been named the new president of the MGH Institute of Health Professions, succeeding Ann Caldwell, who led the institute for the past 10 years. Bellack will begin her new role in September.

Most recently, Bellack served as vice president of Academic Affairs and provost and professor of Nursing and Health Sciences at the Massachusetts College of Pharmacy and Health Sciences. She has extensive experience as a federally-funded investigator and has more than 70 scholarly publications to her credit. A nationally-known speaker, Bellack has spoken on a variety of issues relating to the education of health professionals. Since 1997, she has been a senior consultant and core faculty team member for the Executive Nurse Fellows program at the Robert Wood Johnson Foundation (RWJF). Bellack also was a member of the national advisory committee of the Partnerships for Quality Education Program at the RWJF from 1999 to 2006.

The institute is an academic affiliate of the MGH offering post-baccalaureate degree and certificate programs in nursing, physical therapy, speech language pathology, clinical investigation and medical imaging. ●

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What's Happening

Senior HealthWISE events

MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks July 16, from 1:30 to 2:30 pm at the West End Civic Association Community Room, One Emerson Place. The Senior HealthWISE lecture series will host "Breast Cancer in Older Women" July 19, from 11 am to noon in the Haber Conference Room. Lidia Schapira, MD, of the MGH Hematology Oncology Unit, will present. For more information, call (617) 724-6756.

Conversations with Caregivers Eldercare Series

As part of its Conversations with Caregivers Eldercare Series, the MGH Geriatric Medicine Unit will offer "Advance Care Planning: How to Keep Wishes Known Through Use of a Health Care Proxy and Other Advance Directives" July 17, from 5:15 to 6:30 pm in the Blum Center. Marilyn Wise, MSW, LICSW, of MGH Social Services, and Gayle Peterson, RN, C, of MGH Clinical Nursing Services, will present. For more information, call (617) 726-4612.

Clinical Trials course

The MGH Clinical Research Program is offering a Design and Conduct of Clinical Trials course Mondays and Thursdays in September and October from 5 to 6:15 pm. The course is geared toward second year fellows, junior faculty pursuing careers in clinical research and physicians with an interest in becoming more involved in clinical research. The class fee is $200 and includes the textbook. To learn more about the course or to register, visit *hub.partners.org/catalog/crp-clinical-trials.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

In General

James F. Gusella, PhD, director of the MGH Center for Human Genetic Research, has received the 2007 Distinguished Investigator Award from NARSAD: The Mental Health Research Association. The one-year grant of $100,000 will aid Gusella in his study of several gene variants associated with autism.

Christopher S. Ogilvy, MD, director of MGH Cerebrovascular Surgery, has been named the recipient of the C. Miller Fisher, MD, Award from the American Stroke Association (ASA), a division of the American Heart Association. Named in honor of former MGHer C. Miller Fisher, MD, the award is the ASA's highest honor and recognizes a member of the Greater Boston medical community for contributions to the stroke field.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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Field of Dreams

Laying aside their scrubs, white coats and business suits in favor of cleats and team jerseys, a group of 23 MGH and BWH professionals took to the field June 13 at the 10th annual Field of Dreams softball game at Fenway Park. Each year, the friendly competition is held to raise funds and support for Action for Boston Community Development (ABCD), Boston's oldest anti-poverty agency. The event benefits ABCD's SummerWorks program, which provides jobs, education, mentoring and tutoring for low-income, at-risk Boston teenagers. The Partners HealthCare Community Benefit Program provides funding for the event, and over the past 10 years has raised more than $1 million for daycare, job training and other anti-poverty programs.

MGH team members were led by David Torchiana, MD, chief executive officer for the Massachusetts General Physicians Organization, and included Sally Mason Boemer, vice president for Finance and chief financial officer; Jeff Weilburg, MD, Psychiatry; Tony James, director, Network Development; Elaine Woo, MD, Internal Medicine; Janet Quigley, RN, Operating Rooms Nursing Service; Mike Fifer, MD, director, Cardiac Catheterization Laboratory; J. Kenneth Davison, MD, Anesthesia; Michael Callum, MD, Urology Consultants of the North Shore; Charles Pu, MD, Geriatric Medicine; and Robert Merritt, MD, Thoracic Surgery.

July 20, 2007

MGHHOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New park sparks a buzz

MGHers, patients and visitors who take the MBTA Red Line may have noticed a new landmark in Charles Circle: a 40-foot metasequoia tree, also called a dawn redwood. The majestic tree has been planted in front of the Yawkey Center for Outpatient Care in the former location of Buzzy's Fabulous Roast Beef. The MGH acquired the triangle of land when Buzzy's closed in 2002 after nearly 50 years and currently is converting the space into a small park, which, in honor of the former establishment, will be called Buzzy's Park. Slated for completion in July or August, Buzzy's Park will feature a sitting area under the redwood in addition to 14 new hornbeam trees.

Buzzy's Park

From left, Ives Erickson, Kwiecien and Lawrence

Honoring the MGH's faithful volunteers

For 33 years, the sight has been a familiar one on the inpatient units of the MGH: volunteer Mary Avery strolling through the hallways of the hospital, pushing a cart filled to the brim with needlepoint kits. Visiting patients room by room, Avery offers her kits to patients of all skill levels, providing a welcome distraction from the difficult realities of illness and hospitalization. She is always happy to interrupt her schedule for a bedside chat, and when a patient tells Avery that he or she does not know how to needlepoint, her response is simple: "I'll teach you."

On June 27, Avery was among the dedicated individuals who were honored on Volunteer Recognition Day for their faithful service to the MGH. Volunteers are one of the MGH's most vital resources – during the last year alone, the hospital's 1,242 volunteers logged an incredible 78,421 cumulative hours of service, the equivalent of 38 full-time employees.

The festivities under the Bulfinch Tent included remarks from Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; Edward P. Lawrence, chairman of the Board of Trustees; Pat Rowell, director of Volunteer Services; and Paul Bartush, assistant director of Volunteer Services. An awards presentation concluded the ceremony, during which individual volunteers were lauded for their efforts on behalf of the MGH.

Avery

The Volunteer Recognition Day award recipients are Elaine Kwiecien, Jessie Harding Award; staff of the Same Day Surgical Unit, Trustees Award; Romeena Lee, Maeve Blackman Award; Samuel Dorson, Outstanding Youth Award; Mary Avery, Lifetime Achievement Award; and Priscilla Farias-Monge, Cari Hook, Bill Lauch, Anthony Moreschi, Frank Norton, Betsy Quinn, Nathaniel Rosenberg, Betsy Ryder, Joanne Scoppettuolo, Bill Terranova, Chanta Toeum and Marilyn Yaremchuk, Service Awards. ●

Part 2

Myths and facts about using gloves

Since the mid-1980s, the use of gloves by health care workers has increased significantly. Standard Precautions – an approach to patient care intended to protect clinicians from exposure to blood and body fluids and prevent transmission of infection between patients – require gloves be worn during activities where contact with blood or other infectious materials might be expected. Standard Precautions also require gloves be removed, followed immediately by hand hygiene, once a task is completed.

An unintended consequence of Standard Precautions has been the overuse of gloves. There is a common misconception that gloves are required for patient contact even when there is little or no risk of contact with blood or body fluids. Generally, patients may be touched with clean ungloved hands. Transporters do not need to wear gloves when moving patients on stretchers and in wheelchairs, including patients on Contact Precautions. Specimens contained in closed bags and carriers also should be transported without wearing gloves. However, transporters should carry a pair of gloves with them in case the need for protection arises.

Gloves also should not be used as a substitute for hand hygiene. Health care providers may mistakenly believe that gloves alone prevent the spread of germs from patient to patient. It is essential that MGHers understand that gloves do not eliminate the need for hand hygiene both before and after glove use. Appropriate glove use protects both patients and health care providers.

DO'S AND DON'TS FOR PROPER GLOVE USE

- Don't wear gloves in public areas.
- Don't routinely wear gloves to transport patients. If gloves must be worn during transport, one member of the care team needs to have at least one clean, ungloved hand for contact with surfaces such as elevator buttons or doors.
- Do remove gloves carefully and discard into the nearest appropriate receptacle.
- Do practice hand hygiene before using gloves and immediately after removing them.

For more information about the appropriate use of gloves, call the Infection Control Unit at (617) 726-2036.

Tarbell, left, and Schwamm

Partners Night at the Pops

The MGH's own Oscar-worthy stars recently were honored at the "Partners Night at the Pops: A Celebration in Honor of Our Physicians" at Symphony Hall. Conductor Keith Lockhart of the Boston Pops Orchestra hosted the program with a musical "Tribute to the Oscars."

Playing off the Oscar theme, one of the evening's highlights included the physician talent segment, during which 10 Partners physicians made their big-screen debuts by starring in a "Hooray for Hollywood" video. Thanks to the magic of modern video technology, the physicians took the place of select actors in four classic films – "Superman," "The Wizard of Oz," "E.T. the Extra-Terrestrial," and "The Perils of Pauline" – and appeared alongside the original costars. Lee H. Schwamm, MD, director of TeleStroke and Acute Stroke Services, starred as the Scarecrow in the Partners' version of "The Wizard of Oz." Nancy J. Tarbell, MD, chief of Pediatric Radiation Oncology, gave a performance as Lois Lane in the version of "Superman."

At the video's conclusion, Schwamm, Tarbell and the rest of this year's physician talent were introduced to the more than 1,700 physicians and guests Each physician earned an Oscar in the "Best Physicians Appearing in Scenes from Blockbuster Film Classics That Have Never Been Screened Before Tonight" category. ●

From left, Esiason; Sicilian; Dorkin; and Carlo Cestra, president and chief executive officer of DCU

A mitzvah to benefit many

When the time drew near for 13-year old Madeline "Maddy" Tillman Tank to choose a mitzvah – a good deed – in celebration of becoming a Bat Mitzvah, she decided to contribute a significant portion of her Bat Mizvah gifts to support Parkinson's disease research at the MassGeneral Institute for Neurodegenerative Disorders (MIND).

Leiba Ingber, Maddy's grandmother and member of the Partners HealthCare Board of Trustees, and her husband, Larry, have been longtime supporters of the MGH Fund and the Parkinson's disease research conducted at MIND under the direction of Anne B. Young, MD, PhD, chief of MGH Neurology Services. Because Maddy's paternal grandfather has been living with Parkinson's disease for more than a decade, and her maternal great-grandmother also had the disease, Maddy wanted to contribute in a meaningful way to help find a cure.

On June 26, Maddy presented a check for $4,500 to Young to support the MGH's research. In addition to contributing $1,500 of her own money, she asked her parents and grandparents to match her gift. Maddy toured the MIND labs, met with researchers and marked not only her rite of passage in the Jewish tradition but also the first step in her journey of charitable giving. Maddy plans to continue her efforts to raise additional funds in the coming months to support Parkinson's disease research. ●

Maddy, left, and Young

Teeing off for the MGH Adult Cystic Fibrosis program

Who knew former star quarterback Boomer Esiason's interests beyond football could benefit so many individuals? Recently, Digital Federal Credit Union (DCU) teamed up with the Boomer Esiason Foundation (BEF) to present the MGH with a $50,000 donation to its Adult Cystic Fibrosis program at the Joey O'Donnell Cystic Fibrosis Center at MGH. Executives, business owners, entrepreneurs and golf enthusiasts gathered at Wedgewood Pines Country Club in Stow, Mass., to support the fight against cystic fibrosis, a fatal genetic disorder that affects more than 30,000 Americans.

Leonard Sicilian, MD, program director at the Cystic Fibrosis Center, and Henry L. Dorkin, MD, director of the center, accepted the check on behalf of the MGH. Funds will help develop a cystic fibrosis care and research focus for MGH fellows in Medicine. "We are overjoyed to receive this much needed support to achieve our goal of providing future care for patients with cystic fibrosis," says Sicilian. "The young physicians who finish the program will go on to become leaders in cystic fibrosis care both in Massachusetts and at academic centers throughout the country. On behalf of the MGH, I would like to thank DCU and BEF for their support." ●

Patient charts to get a system upgrade

Patient assessments, flowsheets and progress notes are the written components of a patient's medical record. However, the typical system for organizing inpatient information – the green book and the gray book – has several drawbacks: valuable time is spent locating and comparing these charts, information can be accessed by only one person at a time and the process can be slow for those unfamiliar with the format.

The Acute Care Documentation Project is an MGH and BWH initiative that will automate inpatient documentation – such as flowsheets, notes, assessments and plans of care – through a new electronic system to improve safety, efficiency and accuracy of interdisciplinary documentation.

The Acute Care Documentation Working Group has been meeting since February to evaluate and select an appropriate vendor to implement the new system. An informal vendor demonstration and question and answer session will be held Aug. 1 in the Haber Conference Room on Blake 1. MGH employees are invited to visit any time between 10 am and 8 pm. More information will be available through posters and e-mail in the coming weeks.

The team members for this project are Debbie Adair, director of Health Information Services; James McFarland, MD, cardiologist; Sally Millar, RN, director of Patient Care Services Information Systems; and Michele Cullen, RN, project manager.

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MGH**HOTLINE**

WHAT'S HAPPENING

New Chemical Biology website

MGH Chemical Biology invites all MGH researchers interested in chemical biology to share their input on a new website for the MGH chemical biology community. The site can be accessed at *chemicalbiology.mgh.harvard.edu* or *chembio.mgh.harvard.edu*. Investigators are encouraged to fill out the form on the main page to share their thoughts on possible helpful features for the site. Information gathered will be used for future web content development.

Conversations with Caregivers

As part of its Conversations with Caregivers Eldercare Series, the MGH Geriatric Medicine Unit will offer "Memory Loss: Causes and Treatments" July 24, from 5:15 to 6:30 pm in the Blum Center. Cornelia Cremens, MD, MGH geriatric psychiatrist, will present. For more information, call (617) 726-4612.

Senior HealthWISE events

MGH Senior HealthWISE will offer hypertension screenings and blood pressure checks July 23, from 1:30 to 2:30 pm at the West End Library. The MGH Senior HealthWISE film series will host a free screening of "Dreamgirls" July 25, from 2 to 4:30 pm in the Haber Conference Room. Light snacks will be provided. Registration is required. For more information or to register for the film screening, call (617) 724-6756.

Emergency Preparedness Day

MGH Emergency Preparedness will host an Emergency Preparedness Day information table July 25, from 7 am to 5 pm in the Main Corridor. All MGH employees, patients and visitors are invited to stop by and learn about preparing for emergencies at work and home, view a sample emergency kit, find resources for emergency planning and learn about basic steps to disaster preparedness for MGHers. The event also will include free giveaways, raffles and prizes.

Clinics corridor to MEEI closes July 20

The first floor corridor from the MGH Main Lobby through the Clinics Building to the MEEI will close permanently at the end of the day July 20. This is the last step in closing the Clinics and Vincent Burnham Kennedy buildings prior to their demolitions in the fall. Access to the MEEI is available for clinical traffic only via the newly opened MGH-MEEI Clinical Connector Bridge accessible from Founders 2. For more information, contact Brad Seamans of the MGH Planning Office at (617) 726-2442.

IN GENERAL

James H. Thrall, MD, MGH radiologist-in-chief, is one of three recipients of the American Roentgen Ray Society's (ARRS) Gold Medal for Distinguished Service to Radiology, the organization's highest honor. Thrall has long been an active member of the ARRS, serving at various times as the organization's president, vice president, president-elect and treasurer, as well as chairman of the ARRS Budget and Finance Committee. Thrall also has served as chair of the Roentgen® Fund Board of Trustees.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

Children enjoyed a day of soccer stars and drills.

Soccer stars score big at Youth Clinic

While they may not become professional soccer players just yet, a group of 50 enthusiastic young athletes received firsthand advice from New England Revolution soccer players at the fourth annual Youth Soccer Clinic, sponsored by MGH Human Resources and Spaulding Rehabilitation Hospital. This special event at Gillette Stadium offered children with disabilities and their siblings an afternoon of soccer drills and games under the watchful eyes of Revolution players Michael Parkhurst, Khano Smith, Miguel Gonzalez and Ryan Solle, who also answered questions and offered playing tips. MGH and Spaulding volunteers and Revolution team interns kept the half-day event going at full speed, culminating in a raffle giveaway of eight autographed Revolution jerseys.

"It was great to see children with different abilities enjoy playing a game they love with professional athletes who took a genuine interest in mentoring them," says Bonnie Welch, MGH Human Resources operations manager.

July 27, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Are you prepared for an emergency at the MGH? How about at home?

An interested MGHer learns about emergency preparedness.

No one can predict when a disaster will occur; however, the MGH must always be ready to respond to emergencies within minutes.

Employees, patients and visitors learned about the crucial role of emergency planning – a key to dealing with disasters – when MGH Emergency Preparedness sponsored an Emergency Preparedness Day in the Main Corridor July 25.

Resources at three information tables highlighted disaster preparation essentials such as having an emergency plan for both work and home, tips for assembling an emergency kit and the basic steps to disaster readiness for MGHers. The MGH hazardous materials (HAZMAT) team displayed its protective equipment and shared information about the group's role in responding to a disaster. The team conducted its most recent drill July 19, testing the MGH's emergency notification system and decontaminating 45 volunteer "victims."

For more information about emergency preparedness at the MGH, contact Craig Cochran, administrative manager for Emergency Preparedness, at *ccochran@partners.org* or visit *intranet.massgeneral.org/emergencypreparedness*. For more information about becoming a member of the MGH HAZMAT team, contact Jacky Nally, HAZMAT coordinator, at *jnally@partners.org*. ●

The MGH Stroke Service: among the best of the best

During a stroke, every second counts. Each decision and action caring for patients with ischemic stroke can save lives and prevent further disability. The MGH consistently has remained among the best in the country in stroke care because of the efforts of the MGH Acute Stroke Quality Taskforce and the other departments that care for stroke patients.

In recognition of this accomplishment, the hospital was listed in the July 23 issue of *US News & World Report* by the American Heart Association/American Stroke Association's Get With the Guidelines – Stroke (GWTG – Stroke) quality improvement program in a special three-page feature. The awards recognized hospitals for care of patients with stroke, coronary disease or heart failure. The MGH was one of 64 hospitals acknowledged in the Silver category for meeting seven evidence-based national stroke quality measures in more than 85 percent of treated patients during the course of a calendar year. For more information about GWTG – Stroke, visit *www.americanheart.org/getwiththeguidelines*.

Pictured here, from left, bottom row, are Mary Amatangelo, RN; Josh Goldstein, MD, PhD; Sabrina Federico, RN; Lee Schwamm, MD; Janine Santimauro, MPH, MPP; and from left, top row, Ahmed El-Ghandour; Abdul Abdullah, MD; Aneesh Singhal, MD; Soojin Park, MD; Mary Guanci, RN; Eric Smith, MD, and Shihab Masrur, MD.

Conference attendees enjoy the information table.

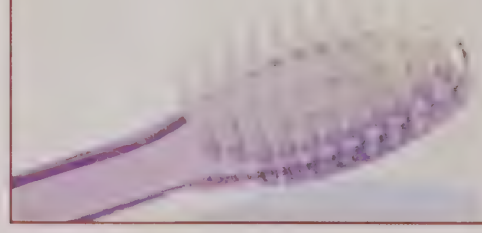
The future of bioengineering

Opto-electronics, microfluidics and regenerative medicine were just a few of the topics covered July 12 at the second annual Methods in Bioengineering Conference, co-hosted by the MGH Center for Engineering in Medicine and the Harvard-MIT Division of Health Sciences and Technology. More than 70 posters presented during the conference focused on leading methodology used in the fields of BioMEMS, regenerative medicine, functional imaging, opto-electronics and cellular imaging. The conference also showcased state-of-the-art technology from six centers funded by the National Institutes of Health, including the MGH BioMEMS Resource Center and the Brain Functional Imaging Resource Center at the MGH. Among the highlights of the event were keynote lectures from prominent investigators at Wake Forest University School of Medicine and Harvard Medical School and a one-day, hands-on microtechnology and microfluidics workshop. ●

DID YOU KNOW ...

In one year, the MGH distributes or uses the following number of items:

Toothbrushes	**147,540**
Tongue depressors	**101,200**
Patient belonging bags	**214,320**
Adhesive bandages	**1,117,600**



Easy links to good summer health

Many of the health plans offered to MGH benefits-eligible employees have online resources that offer advice for staying safe and healthy this summer. The Partners Benefits Office suggests checking these information and resource sites:

Diet and Exercise

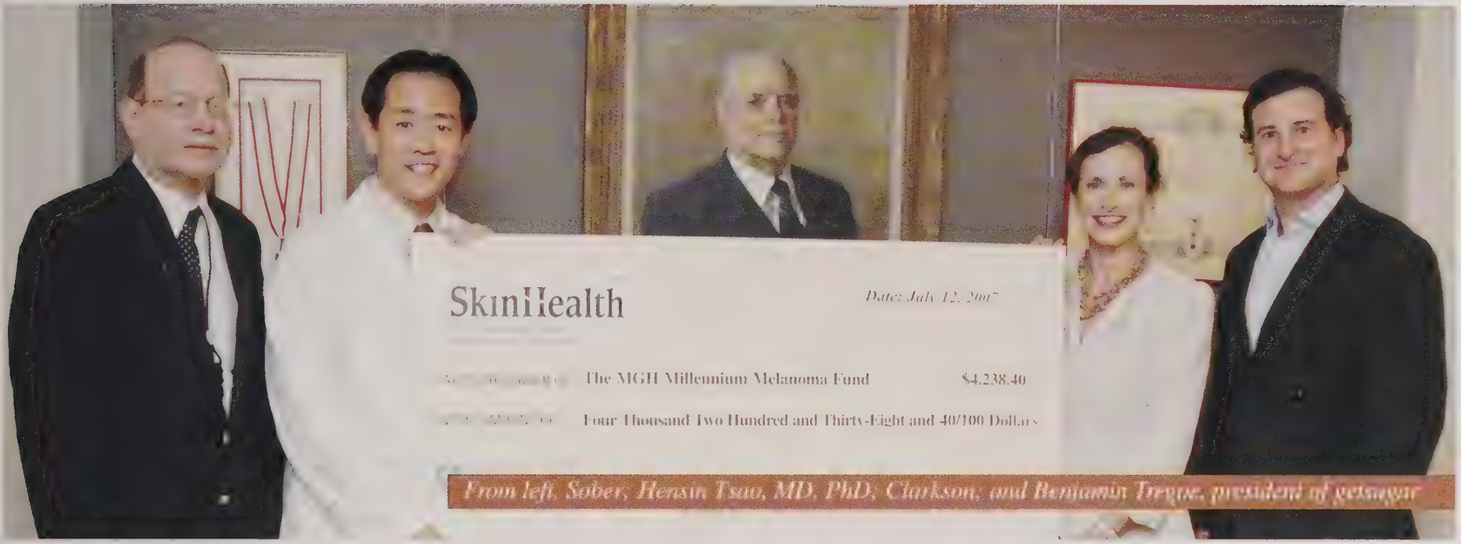
No time to hit the gym this summer? Online personal training is available to help MGHers squeeze in a workout right at their desks. Visit Blue Cross Blue Shield's A Healthy Me website at *www.ahealthyme.com/topic/personaltrainer* for more information. Then discover just how many calories are in the summer's most popular drinks with an online beverage calculator, available on the Tufts Health Plan's Caremark Information Center website at *healthresources.caremark.com/topic/drinkcalc.*

Preventive Care

Fun summer activities can also bring safety concerns. MGHers seeking advice on topics ranging from sunscreen to camping safety can visit Blue Cross Blue Shield's *www.ahealthyme.com* or Tufts Health Plan's *healthresources.caremark.com/topic/home* to search for information on these and many other topics.

First Aid

Even with the best preventive measures, accidents can happen. Harvard Pilgrim Health Care offers a comprehensive health database, "Health Topics A-Z," for tips for dealing with everything from insect bites to poison ivy. The directory is available at *www.healthwise.net/hphc.* MGHers seeking additional information about conditions such as asthma, knee pain and smoking cessation can visit the "Health and Wellness" section of the Harvard Pilgrim website at *www.harvardpilgrim.org.*


SkinHealth
Date: July 12, 2007
The MGH Millennium Melanoma Fund
$4,238.40
Four Thousand Two Hundred and Thirty-Eight and 40/100 Dollars

From left, Sober, Hensin Tsao, MD, PhD; Clarkson, and Benjamin Tregoe, president of getsugar

A sister's mission for good skin health

When Melanie Clarkson died at age 40 from malignant melanoma, an aggressive form of skin cancer, it became her sister Cheryl's mission to help find a cure for the disease. Today, Cheryl Clarkson is the president and chief executive officer of SkinHealth, a cosmetic skin treatment company, which recently joined forces with the MGH Cancer Center to raise money for melanoma research.

A portion of the revenue from SkinHealth's sunscreens – available for purchase at the Images Oncology Boutique in the Yawkey Center for Outpatient Care – are donated to the MGH Millenium Melanoma Fund. In addition, each time a customer purchases certain skin care services, SkinHealth and partner organization *getsugar,* a free service that offers subscribers special discounts to local spas, salons, boutiques and other businesses, will donate up to $50 to the fund.

On July 12, Clarkson presented a check for $4,238, representing the first installment of the donation to the MGH. Says Arthur Sober, MD, of MGH Dermatology, "We are grateful to SkinHealth and *getsugar* for helping to advance melanoma research and treatment at the MGH Cancer Center." ●

Joining the movement for service improvement

A leader has assessed the service culture of her workplace though tools such as surveys, interviews and focus groups, and she has begun planning for positive change in that culture through strategy design and the collection and interpretation of data. What's next?

The MGH Service Improvement Department answered this question when it hosted the third installment of its MGH/MGPO Service Learning Series, entitled "Stage III – Enrollment" July 18. The forum, presented by Sandra St. Fleur of the Service Improvement Department, presented practical ways for managers, supervisors and department leaders to "enroll" their staff in service improvement initiatives. St. Fleur explained that it is up to employees' managers to make a compelling case to motivate staff to take part in the improvement of their workplace's service culture.

Crafting an enrollment statement, which she described as a "mini vision statement," is an effective way to inspire staff toward change. An enrollment statement should include an expression of the current problem, a proposed resolution and a call to action. Citing proper tools, methods and processes for seeing the initiative through to completion is another key component of a good enrollment statement.

During the forum, participants were split into groups and presented with a service improvement scenario. Groups identified the facts and problems of the scenario and then translated this data into a question about culture change. They then developed a vision of a future state based on this question and identified an appropriate action plan. Finally, they crafted an enrollment statement which included both a description of the problem and a vision for its resolution. Facilitators helped the groups through each step.

The MGH Service Improvement Department offers comprehensive booklets, known as "toolkits," describing these and other helpful service improvement methods available to all managers. The next Service Learning Series will be held Sept. 19 from 9 to 10:30 am at the Holiday Inn Select. For more information about the series or to obtain a toolkit, contact Cindy Sprogis at *csprogis@partners.org* or (617) 726-1030.

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WHAT'S HAPPENING

Treadwell Day

The MGH Treadwell Library will celebrate its 160th birthday Aug. 1, from 1 to 4 pm. All MGHers are invited to stop by to enjoy a dessert reception, test their knowledge about MGH history, view early MGH photographs and read about John Goodhue Treadwell, whose bequest founded the library. For more information, call (617) 726-8601 or e-mail *treadwellq&a@partners.org*.

Seventh annual Harris Oration

The MGH Department of Orthopædics will host the seventh annual Harris Oration Sept. 26 at 7:15 am at the Hyatt Regency Hotel in Cambridge. Daniel J. Berry, MD, chairman of the Department of Orthopedic Surgery at the Mayo Clinic and professor of Orthopedics at the Mayo Clinic College of Medicine, will discuss "Dislocation After Total Hip Arthroplasty: Progress on Prevention and Treatment of the Hip Surgeon's Scourge." For more information, call (617) 724-8801.

Clinical trials course

The MGH Clinical Research Program is offering a Design and Conduct of Clinical Trials course Mondays and Thursdays in September and October, from 5 to 6:15 pm. The course is geared toward second year fellows, junior faculty pursuing careers in clinical research and physicians with an interest in becoming more involved in clinical research. The course will cover topics including research designs, protocols and ongoing trial management. The class fee is $200 and includes the textbook. To learn more or to register, visit *hub.partners.org/catalog/crp-clinical-trials.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

Save the date: Third annual Frigoletto Symposium

The MGH Vincent Obstetrics and Gynecology Service will host the third annual Alba and Fredric Frigoletto Symposium, "Quality and Safety: How Do We Get There?" Oct. 13, from 7:30 am to noon in the O'Keeffe Auditorium. Richard Bohmer, MD, MPH, senior lecturer for Technology and Operations at Harvard Business School (HBS), and Gregg S. Meyer, MD, senior vice president for MGH Quality and Safety, will be the guest speakers and will discuss the management of quality and safety in medicine. For more information or to register, contact Suzanne McGrail at (617) 724-7884 or *smcgrail@partners.org.*

Senior HealthWISE events

The MGH Senior HealthWISE film series will offer a free screening of "The Queen" July 31, from 2 to 4 pm in the Haber Conference Room. Registration is required. The Senior HealthWISE lecture series will host "Heart Disease: Bringing Women to the Table" Aug. 2, from 1 to 2 pm in the Haber Conference Room. Nandita Scott, MD, of MGH Cardiology and the Women's Heart Health Program, will be the guest speaker. For more information or to register for the film screening, call (617) 724-6756.

IN GENERAL

Donna Perry, RN, PhD, MGH associate nurse scientist, received the Distinguished Dissertation Award from the William F. Connell School of Nursing at Boston College. Perry received the honor for her dissertation, "Transcendent Pluralism and the Evolution of the Human Spirit: A Philosophical Nursing Inquiry Using Lonergan's Transcendental Method of Transcendental Pluralism in Catholics Who Support Same Gender Marriage."

Deborah Washington, RN, PhDc, director of Diversity for Patient Care Services, has been named a fellow in the 2007 Robert Wood Johnson Executive Nurse Fellows Program. The advanced leadership program is designed for nurses in senior executive roles who are poised to lead and shape the U.S. health care system for the future.

Three MGH physicians have been honored with Harvard Medical School Excellence in Mentoring Awards. **Michael A. Moskowitz, MD,** of Neuroradiology, received the William Silen Lifetime Achievement in Mentoring Award. **David Altshuler, MD, PhD,** of Molecular Biology, the Department of Medicine and Center for Human Genetic Research, and **Lisa Rae Leffert, MD,** of Anesthesia, both received Young Mentor Awards.

The MGH Department of Medicine recently celebrated the presentation of the following teaching awards: Alfred Kranes Award for Excellence in Clinical Teaching: **Alberto Puig, MD, PhD;** Brian A. McGovern Memorial Award: **James L. Januzzi, MD;** Charles Burnett Special Recognition Award: **Stephen Calderwood, MD, Gilbert Daniels, MD,** and **Bimalangshu R. Dey, MD;** Excellence in Ambulatory Teaching Award: **William A. Kormos, MD;** Fellows Award for Excellence in Clinical Teaching: **Kathleen Corey, MD, Eugene Rhee, MD,** and **Rory Weiner, MD;** Lifetime Teaching Achievement Award: **Peter Yurchak, MD;** Medical Intensive Care Unit Teaching Award: **Taylor Thompson, MD;** Morton N. Swartz Humanism in Medicine Award: **Alex Benson, MD, Brian Chan, MD,** and **Leigh Simmons, MD;** Newton-Wellesley Hospital Faculty Teaching Award: **Janet Larson, MD;** Nursing Appreciation Award: **Thomas C. Lynch, RN;** Primary Care Teaching Award: **Shana Birnbaum, MD;** Senior Resident Excellence in Teaching Awards: **Alex Benson, MD, Rajeev Malhotra, MD, Leigh Simmons, MD,** and **David Sykes, MD, PhD;** Stanley M. Wyman Teaching Award: **David Greer, MD.**

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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August 3, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Reflections of the past: Celebrating Clinics and VBK

The Clinics and Vincent Burnham Kennedy (VBK) buildings have stood at the core of the MGH campus since 1903 and 1947, respectively. Many MGHers, patients, volunteers and friends have fond memories associated with these buildings, which have rich and extensive histories.

The Clinics Building, initially named the Out-Patient Building, was the original site for the

(Continued on page 2)

MGH Police and Security earns top honors

The International Association for Healthcare Security and Safety (IAHSS) recently awarded the MGH Police and Security Department with the 2007 Lindbergh Bell Award for outstanding health care security services. This international honor recognizes the department's exceptional performance in a number of areas – including community policing, crime prevention, customer services, patient focus, risk management services, training, innovation, results-oriented and cost-effective programs, and involvement with the community. Bonnie Michelman, director of Police, Security and Outside Services, accepted the award on behalf of the department at the IAHSS Annual General Meeting in June. This is the second Lindbergh Bell Award earned by the MGH Police and Security Department, which previously received the honor in 1999.

The IAHSS is an organization dedicated to professionals involved in managing security and safety programs at health care organizations.

Back row, from left, Jeff Davis, senior vice president for Human Resources; Jean Elrick, MD, senior vice president for Administration; John Driscoll and Dick Chevrette, both of Police and Security. Front row, from left, Robert Leahy, Karen Leary, Michelman, Philip Stewart and Joseph Crowley, all of Police and Security

Tosteson fellows present their research

Four MGH investigators presented their work to colleagues and research leadership at a July 19 reception at Building 149. The researchers were the 2006 recipients of the Tosteson Fellowships, which are granted to postdoctoral research fellows working at CNY. The program is administered by the Executive Committee on Research (ECOR), with funding support from the Massachusetts Biomedical Research Corporation (MBRC), which owns the CNY research facilities.

Mee-Ohk Kim, MD, PhD, who works with Jang-Ho Cha, MD, PhD, of MGH Neurology, investigated the role of protein structures called histones in Huntington's disease. Histones help control the expression of genes.

Bunsyo Shiotani, PhD, working with Lee Zou, PhD, in the MGH Cancer Center, studied how inactivation of a molecular signaling pathway called checkpoint, which helps to keep genes stable, can lead to tumor development and progression.

Jun-yuan Ji, PhD, from the Cancer Center lab of Nick Dyson, PhD, examined how the interaction of proteins involved in the cell cycle, the process by which cells grow and reproduce, may present targets for therapies blocking tumor growth.

Nadia Godin-Heymann, PhD, of the Cancer Center team of Jeff Settleman, PhD, studied genetic mutations that make certain types of lung cancer resistant to targeted therapy drugs and may independently stimulate tumor growth.

In his introduction to the fellows' presentations, Jerrold Rosenbaum, MD, chief of Psychiatry and chair of ECOR, noted that, for the 2007 Tosteson Fellowships, postdoctoral fellows from across the MGH were eligible to apply. The increased number of outstanding applicants has led the MBRC to approve eight grants for 2007.

2006 Tosteson fellows, from left, Jun-yuan Ji, PhD; Nadia Godin-Heymann, PhD, Mee-Ohk Kim, MD, PhD, and Bunsyo Shiotani, PhD

— Celebrating Clinics and VBK

(Continued from page 1)

MGH Department of Social Service – the first hospital-based social service department in the world. The first floor of the building was intended for male patients only but later was designated for female patients as well. Other departments occupying the building included Urology and Laryngology. Eventually, the building became a multi-use site for clinical support and office facilities for Anesthesia, Biomedical Engineering, Chaplaincy, Emergency, Volunteer and Interpreter Services, Policy and Security, and other units.

A waiting room in the Out-Patient Building circa 1937

The VBK Building originally was named the Vincent-Burnham Building and served as an inpatient facility for departments such as Gynecology, Pediatrics and Neurology. In 1959, the Kennedy name was added in honor of the late Joseph P. Kennedy Jr., who died while serving in World War II and whose family made a charitable gift to the hospital to fund neurological research. The VBK Building later became the site for outpatient and administrative offices for the above-listed departments as well as Nuclear Cardiology, Echocardiography, Clinical Pathology and others.

In July, the Clinics and VBK buildings were vacated and closed in preparation for the construction of a new 530,000-square-foot inpatient facility, the Building for the Third Century. To mark this milestone and to commemorate the buildings before they are demolished in the fall, a reception will be held Sept. 20 from 2 to 4 pm under the Bulfinch Tent. All MGHers are invited to attend.

In anticipation of the reception, MGHers, volunteers and patients – past and present – are encouraged to submit their memories associated with the buildings to *mghhotline@partners.org*. These vignettes may be included in an upcoming issue of *MGH Hotline* or a poster display. ●

Working with the media: MGH media guidelines

As an internationally recognized leader in health care, education and research, the MGH attracts significant media attention. While the Public Affairs Office is directly responsible for overseeing the hospital's media relations program, each member of the MGH community plays an important role in ensuring its success. To assist the Public Affairs Office in working with the media, all employees are encouraged to follow the guidelines below:

- Refer all media calls to the Public Affairs Office at (617) 726-2206 at the earliest opportunity. A Public Affairs representative is available 24 hours a day at pager 28383. The staff members are experienced in handling a wide range of media issues and are available to assist all employees.
- Patient confidentiality is the highest priority. Any patient information released to the media must be provided by the members of the Public Affairs Office. Generally, Public Affairs releases only a one-word condition – good, fair, serious or critical – in accordance with American Hospital Association guidelines and HIPAA requirements. No other information is released without the consent of the patient and/or the patient's family members.
- If an employee has an existing relationship with a reporter and agrees to an interview, he or she should contact Public Affairs as soon as possible. Public Affairs staff will track and report any resulting news coverage.
- Any member of the media, film crew or photographer coming onto hospital property with a camera of any type – still or video – must be accompanied by a Public Affairs staff member. The Public Affairs representative will obtain the necessary clearances and consents. The office must be informed and involved in advance of all media shoots, including those for promotional or training videos and matters unrelated to the MGH.
- Researchers should contact the Public Affairs Office as soon as they learn a paper has been accepted by a peer-reviewed journal. Office staff can coordinate appropriate strategies for communicating the information. Such scientific publications often present opportunities for media coverage. Embargoes are always honored. For more information, contact Sue McGreevey, manager of Science and Research Communication, at (617) 724-2764 or *smcgreevey@partners.org.*

For more information about the hospital's media program, contact Donita Boddie, assistant director of Public Affairs and director of Media Relations, at (617) 724-5627; Peggy Slasman, vice president of Public Affairs, at (617) 724-2750; or the Public Affairs main line at (617) 726-2206. ●

Myers joins MGHfC Cardiology

Myers

Jeff L. Myers, MD, PhD, has joined the MassGeneral Hospital *for* Children (MGHfC) as chief of Pediatric Cardiac and Congenital Cardiac Surgery. Myers formerly served in a similar capacity at Tulane University Medical School in New Orleans. Following the devastation wrought by Hurricane Katrina, Myers and his family relocated to Memphis, Tenn., where he was director of Pediatric Cardiothoracic Surgery at Le Bonheur Children's Medical Center.

At the MGHfC, Myers will lead an effort to develop the Pediatric Cardiac program in collaboration with Michael de Moor, MD, chief of Pediatric Cardiology. Initiatives include the introduction of pediatric heart assist devices and pediatric heart transplantation, as well as the creation of a center for adults with congenital heart disease. Myers also plans to continue his clinical research at the MGHfC, focusing on pulmonary hypertension and the creation of a tissue-engineered heart valve.

Myers and de Moor recently had the opportunity to travel to Nairobi, Kenya, to provide care to pediatric cardiac patients at Nairobi Hospital. Sponsored by the nonprofit organization Children's Heartlink, Myers and de Moor performed open-heart surgeries, provided postoperative cardiac intensive care and educated Kenyans about dealing with cardiac emergencies.

DID YOU KNOW...

MGH Nutrition and Food Services makes approximately 2,000 pizzas a week. If these pizzas were stacked in their boxes, they would reach to the 19th floor of the Ellison Building.

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

What's Happening

Senior HealthWISE water aerobics class

MGH Senior HealthWISE will offer a one-hour water aerobics class, "Plunge Into Fitness," Aug. 9, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Registration is required. For more information or to register, call (617) 724-6756.

Partners bowling league

The Partners candlepin bowling league is entering its 59th season and is seeking new members. The league meets Thursdays at 5:15 pm beginning Sept. 6 and lasts through April. Games are held at Saco's Bowl Haven, 45 Day St., West Somerville, Mass., located on the MBTA Red Line at the Davis Square station. For more information, call Patricia Frederico at (617) 724-2916, Bill Dignan at (617) 724-4542 or Jim O'Connell at (617) 724-7629.

Save the date: Third annual Frigoletto Symposium

The MGH Vincent Obstetrics and Gynecology Service will host the third annual Alba and Fredric Frigoletto Symposium, "Quality and Safety: How Do We Get There?" Oct. 13, from 7:30 am to noon in the O'Keeffe Auditorium. Richard Bohmer, MD, MPH, senior lecturer for Technology and Operations at Harvard Business School; and Gregg S. Meyer, MD, senior vice president for MGH Quality and Safety, will discuss the management of quality and safety in medicine. CME and Risk Management credits are available. For more information or to register, contact Suzanne McGrail at (617) 724-7884 or *smcgrail@partners.org*.

In General

Lynda Stuart, MBBS, PhD, of the MassGeneral Hospital *for* Children, has been selected as the recipient of the 2007 Howard M. Goodman Fellowship Award. Stuart will receive $250,000 per year for two years to support her research on innate immunity. Established in 2006, the fellowship honors Howard M. Goodman, PhD, founder and former chief of the MGH Department of Molecular Biology.

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, and **Diane Carroll, RN, PhD,** nurse researcher for the Yvonne L. Munn Nursing Research Center, are among 54 nurse leaders who have been named fellows of the American Academy of Nursing (AAN), an honor that recognizes leadership and outstanding achievement in the nursing profession. The AAN aims to serve the public and nursing profession by advancing health policy and practice through the generation, sharing and synthesis of nursing knowledge. Ives Erickson and Carroll will formally be inducted into the academy during a ceremony in the fall.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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(617) 726-2206

Employee and staff parking rate increase

Effective Aug. 5, MGH Parking and Commuter Services will implement a parking rate increase for all hospital staff and employees. While MGH staff and employee parking rates have remained unchanged since 1990, the cost to the hospital for parking has increased threefold during this time. The limited number of spaces available, along with rising demand has resulted in more than 1,600 people on the waiting list for parking. The rate increase will help the MGH more effectively address these and other parking-related issues. Employees are encouraged to contact MGH Commuter Services at (617) 724-6588 for information about alternate commuting options.

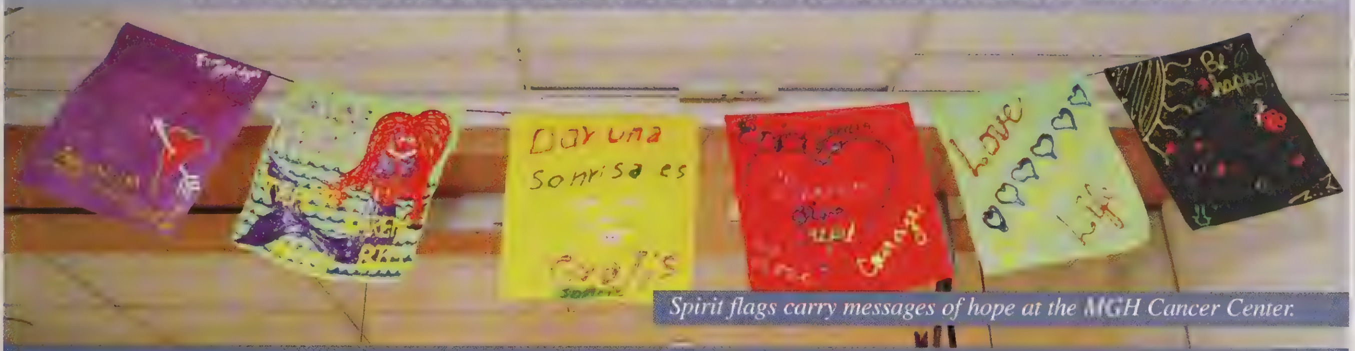
For more information about the new rates call the MGH Parking Office at (617) 726-8886.

DESCRIPTION	EMPLOYEE DEDUCTION	
	Monthly	Weekly
Holiday Inn (Non-house staff)	$170	$ 39.23
Holiday Inn (House staff)	$90	
Fruit Garage – Evening	$80 for 20 debits	
Emerson Garage	$170	$ 39.23
Garden (Bubble) Value Card	$130 for 20 debits	
Garden (Bubble) 24/7 Access	$140	$ 32.31
Longfellow	$170	$ 39.23
Merrimac	$170	$ 39.23
Museum	$115	$ 26.54
Haymarket	$155	$ 35.77
Fleet	$ 95 for 20 coupons	
Nashua Street – Day	$ 95 for 20 coupons	
Nashua Street – Evening	$ 80 for 20 debits	
Charles Street Garage	$170	$ 39.23
Whittier	$130	$ 30
Hawthorne	$180	$ 41.54
Bldg 199 CNY – 24/7 Access	$ 85	$ 19.62
Bldg 199 CNY – Debit	$100 for 20 debits	

August 10, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



Spirit flags carry messages of hope at the MGH Cancer Center.

Flags help spirits soar

Carrying messages of hope and healing, hundreds of brightly colored felt squares called "spirit flags" are now brightening the hallways of the MGH Cancer Center. Created by cancer patients, their families and staff members, the spirit flags are modeled after traditional Tibetan prayer flags and are intended to carry the written wishes and blessings of the flags' creators into the air, making them a permanent part of the universe. The colors of the flags were carefully chosen, with each hue representing one of the five elements: blue = sky/space, white = water, red = fire, green = air/wind and yellow = earth.

Today, more than 400 flags can be found hanging in the Cox Infusion Unit, Yawkey Infusion Unit, Ellison 14, Radiation Oncology and the Cancer Resource Room. The project is sponsored by the Network for Patients and Families, the Cancer Resource Room and MGH Chaplaincy. For more information about the spirit flags or to make your own, call or visit the Cancer Resource Room on Yawkey 8 at (617) 724-1822.

MGH patient discharge and pick-ups relocate Aug. 20

Due to construction of the Building for the Third Century, space for vehicles and pedestrians at the Main Entrance "White Ramp" soon will be reduced. To better and more safely accommodate patients entering and leaving the hospital, the site for weekday patient discharges will be relocated.

Beginning Aug. 20, between the hours of 6 am to 8 pm Monday through Friday, patients awaiting pick-up from family, friends or chair car services will exit the hospital via the Wang Lobby. This change applies to all patients being discharged from inpatient units as well as those leaving treatment or procedure appointments – such as from the electrophysiology lab, catheterization lab, radiation oncology, dialysis, interventional radiology and endoscopy. This change does not apply to patients with appointments in the Yawkey Center for Outpatient Care. If patients require wheelchair assistance, MGH Volunteer Services staff are available to assist.

The recommended wheelchair route to the Wang Lobby is via the Wang service elevators, which are located behind the front desk in the Main Lobby of the White Building. MGH volunteers will be on hand to assist patients awaiting pick-up in the Wang Lobby. It is important to note that patients leaving the hospital at all other times – from 8 pm to 6 am Monday through Friday and all day Saturdays, Sundays and holidays – can exit the hospital through the Main Entrance.

To help the process, MGH staff and employees are asked to remind patients that they should exit the hospital via the Wang Lobby unless they are being transported by ambulance. Additionally, staff and employees should recommend that patients' family members park in the Fruit Street or Parkman Garages during weekdays.

The following will remain the same: patients with appointments in the Wang Center or those having surgery in the Same Day Surgery Unit will continue to enter and exit via the Wang Lobby; cancer patients with appointments in the Cox Cancer Center will continue to enter and exit via the Cox Building; and patients with appointments in the Yawkey Center for Outpatient Care will continue to enter and exit as they currently do, including those who require chair car transportation. All other patients who require chair car transportation will continue to use the Wang Lobby driveway for pick-ups and drop-offs.

In order to help reduce congestion at the Main Entrance, MGH staff and employees being picked up or dropped off between 6 am and 6 pm Monday through Friday should use the Warren, Gray or Jackson building entrances.

For more information, contact Angela Marquez at pager 15167 or *amarquez1@partners.org.* ●

Bringing smiles to children with cancer

Jessica Freeman knows the quickest way to bring a smile to a child's face: Give him or her a new toy. That's exactly what the high school senior has been doing for the past four years in an effort to make a difference in the lives of young cancer patients at the MassGeneral Hospital *for* Children.

Freeman, an eighth grader, began her project at the suggestion of a family friend who worked at the MGH. She solicited her friends and classmates to donate toys, games and stuffed animals and was met with a generous response. Using the donated materials, she created baskets for children undergoing treatment at the MGH*f*C. After making her first trip to the hospital to deliver the toys and seeing the uplifting impact of her work, Freeman said, "I knew that I needed to make this project an annual effort."

Since that first trip four years ago, Freeman has continued to volunteer her time and has made a great difference in the lives of many children at the MGH*f*C. She is no stranger to volunteer work, having grown up in a home and school where community service is highly encouraged. "This project," she says, "has been by far the most personal and unique." ●

MGH MBTA subsidy increases

MGHers who are enrolled in the MBTA pass program can now enjoy an increase in their subsidy from 26 percent to 30 percent, beginning with the September passes and the August payroll deduction.

Currently there are 7,000 MGHers who receive this transportation benefit. The MBTA payroll deductions below illustrate an employee's pre- and after-tax contributions. On average an additional 30 percent may be deducted from the pre-tax portion as a tax savings. For more information, contact MGH Commuter Services at (617) 724-6588.

MBTA Pass Type	Employee Charge	MGH Cost	Pre-tax Subsidy	After Tax Deduction	Total Deduction	Annual Deduction	Savings
SR/TAP	$20	$14	$6	$14	$0	$14	$72
BUS	$40	$28	$12	$28	$0	$28	$144
LINK PASS	$59	$41	$18	$41	$0	$41	$216
INNER EXPRESS BUS	$89	$62	$27	$62	$0	$62	$324
OUTER EXPRESS BUS	$129	$90	$39	$71	$19	$90	$468
Commuter Rail ZONE 1A	$59	$41	$18	$41	$0	$41	$216
ZONE 1	$135	$95	$40	$70	$25	$95	$480
ZONE 2	$151	$106	$45	$65	$41	$106	$540
ZONE 3	$163	$114	$49	$61	$53	$114	$588
ZONE 4	$186	$130	$56	$54	$76	$130	$672
ZONE 5	$210	$147	$63	$47	$100	$147	$756
ZONE 6	$223	$156	$67	$43	$113	$156	$804
ZONE 7	$235	$165	$70	$40	$125	$165	$840
ZONE 8	$250	$175	$75	$35	$140	$175	$900
BOAT	$198	$139	$59	$51	$88	$139	$708

MGH vs. BWH in blood donation challenge

MGH and BWH employees can engage in some friendly competition while making a life-saving blood donation during the MGH/BWH Employee Blood Drive Challenge, Aug. 20 to Sept. 9. Each year the hospitals participate in this challenge to encourage employees to help the blood donor centers meet the blood needs of patients during the summer, a season when donations are traditionally low.

The MGH team consists of employees from the MGH, Shriners Hospitals for Children, Spaulding Rehabilitation Hospital and the Massachusetts Eye and Ear Infirmary. Partners HealthCare employees may choose to donate with either team. During the three-week contest employee blood donors will receive an MGH/BWH Employee Blood Drive Challenge T-shirt and an Eat Street Café/Coffee Central coupon. All employees who participate will have the chance to win gift certificates to stores, area restaurants and entertainment venues.

The MGH Bloodmobile will be parked at the Schrafft Center in Charlestown Sept. 7 to enable CNY employees to easily participate. To schedule a blood donation appointment at the MGH or for more information, contact the MGH Blood Donor Center at (617) 726-8177. ●

Lambergs

Nurturing the bond between mother and baby

The first few hours after a baby's birth are an ideal time to begin breastfeeding. Early breastfeeding can help establish the natural bond between mother and baby, and newborns breastfed within an hour of birth can experience many health benefits, including protection from common viruses and diseases such as jaundice. On Aug. 6 and 7, MGH employees, patients and visitors learned these and many other facts about breastfeeding as the hospital celebrated World Breastfeeding Week with the theme, "Breastfeeding: The First Hour – Welcome Baby Softly."

"This theme celebrates the importance of early closeness between mother and baby," says Germaine Lambergs, RN, MGH lactation consultant. "We call on all health care professionals who work with mothers and their babies to create a welcoming environment that greets babies softly."

A longtime supporter of breastfeeding, the MGH offers many resources to meet the needs of both breastfeeding patients and employees. Mothers who deliver their babies at the hospital have access to lactation consultants and certified lactation counselors, as well as a mother's support group and prenatal breastfeeding classes. MGH employees can take advantage of breastfeeding workshops and the Mothers' Corner program – offered by the Partners Employee Assistance Program (EAP) – which provides private, comfortable pumping rooms so mothers can continue breastfeeding even after returning to work.

For more information about breastfeeding resources at the MGH, contact Marianne Pastore, RN, at *mpastore@partners.org*. For more information about the EAP Mothers' Corner Program, contact Allison Lilly at *aclilly@partners.org*. ●

Advances

Joint replacement material developed at the MGH

On July 16, MGH surgeons performed the first total hip replacement using a joint socket lined with a novel material invented at the MGH. An advance over first-generation highly crosslinked polyethylene – which was also developed at the MGH and significantly reduced a serious complication of early hip implants – the new material may be applied in replacements for a wider variety of joints in a more diverse group of patients.

"We think this material could be used for any joint in the body and in any implant design, even those demanding higher flexion and more mobility," says Orhun Muratoglu, PhD, co-director of the Harris Orthopædics Biomechanics and Biomaterials Laboratory (OBBL) at the MGH. Muratoglu developed the new material in collaboration with scientists at the Cambridge Polymer Group.

Soon after total replacements for hips and other joints were developed in the late 1960s, it became apparent that hip implants could loosen and eventually fail. A team led by William Harris, MD, DSc, now director *emeritus* of the MGH OBBL, found that long-term friction of the implant's head against the polyethylene-lined joint socket would break off small particles of polyethylene. The body's immune system reacted against these foreign particles, eventually destroying adjacent bone tissue and loosening the implant.

Harris and his colleagues found that high doses of radiation would "crosslink" the polyethylene, bonding molecules together to produce a much more durable material, and melting the material could eliminate free radicals generated by the radiation. The first-generation highly crosslinked polyethylene was approved by the FDA for use in implants in 1999; but it had limitations in strength that made it unsuitable for some types of joint replacement implants. Subsequently, Muratoglu found that diffusing the antioxidant vitamin E throughout the polyethylene would also block oxidation and produce a much stronger material. Vitamin-E-stabilized, highly crosslinked polyethylene has received FDA approval for use in joint implants and is being further tested in an international clinical trial.

"This material will allow us to offer our patients long-term, high-performance joint replacements," says Andrew A. Freiberg, MD, chief of the Arthoplasty Service in the MGH Department of Orthopædics, who performed the first replacement using the material. "It should be suitable for higher-stress applications in younger patients, those who are more active and those who are heavier."

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WHAT'S HAPPENING

Taxi stand and Main Entrance changes beginning Aug. 13

Beginning Aug. 13, the MGH taxi stand will be located at the corner of North Grove and Parkman Streets, a few feet away from the current location at the Main Entrance "White Ramp." Sidewalk and street construction will be underway near the entrance through August and will include the installation of a fence along the Wang side. This fence will keep pedestrians under the covered Wang sidewalk and away from ambulance traffic. Renovations are designed to keep patients and the MGH community safe during the estimated four years of construction of the Building for the Third Century.

Fall HR course offerings

MGH Training and Workforce Development has finalized its fall HR Course Offerings, which include courses for managers and those open to all staff. Topics include: improving communication; presentation and writing skills; time and project management; and understanding hospital finances. Request enrollment for classes through PeopleSoft Employee Self Service (ESS). For more information, access *http://is.partners.org/hr/training/pds/mgh/index.html,* or call (617) 724-3368.

Four Seasons Run of Hope

The Four Seasons Boston will sponsor the annual 5K Run of Hope Sept. 9 at the Esplanade. Registration begins at 8 am, the Fun Run/Family Walk begins at 10 am, and the 5K race begins at 10:30 am. Prizes will be awarded to the leading runners, and the top fundraiser will receive a trip to the Four Seasons Resort Great Exuma in the Bahamas. All proceeds will benefit cancer research and care at the MassGeneral Hospital *for* Children. For more information or to register, visit *www.fourseasonsrunofhope.com.*

Senior HealthWISE events

MGH Senior HealthWISE will offer "Volunteering at the MGH" Aug. 16, from 11 am to noon in the Haber Conference Room. Paul Bartush and Wayne Newell of MGH Volunteer Services will discuss opportunities for volunteering at the MGH. Lunch and a discussion will follow. Registration is required. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks Aug. 20, from 1:30 to 2:30 pm in the West End Civic Association Community Room at One Emerson Place. For more information or to register for the volunteering presentation, call (617) 724-6756.

Have You Heard?

The Audiology Department at the Massachusetts Eye and Ear Infirmary will host a free seminar, "Have You Heard?" Sept. 15 from 9 am to 12:30 pm in the Meltzer Auditorium of the MEEI. Lectures will focus on current treatments for sensorineural hearing loss and scientific discoveries paving the way for powerful new therapies. This seminar is for anyone interested in learning more about the ear and hearing, what's new in research and treating hearing loss. For more information or to register, call 617-573-3265 or access *www.meei.harvard.edu.*

Conversations with Caregivers Eldercare Series

As part of its Conversations with Caregivers Eldercare Series, the MGH Geriatric Medicine Unit will host "Homecare to Long-Term Care: Understanding Resources" Aug. 14, from 5:15 to 6:30 pm in the Blum Center. Joanne R. Wooldridge, RN, care manager for MGH PrimeCare, will present. For more information, call (617) 726-4612.

Submit news tips and story ideas to the *MGH Hotline*

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A gift that spurred a legacy

With his private collection of medical books – including such titles as *An account of the breeding worms in human bodies; their nature, and several sorts; their effects, symptoms, and prognostics. With the true means to avoid them, and med'cines to cure them,* by Nicholas Andry (1701) – and a generous $5,000 gift, John Goodhue Treadwell, MD, bequeathed more than just books and cash to the MGH over a century ago. Treadwell's 1858 gift greatly expanded the MGH's then small medical library into a legacy of resources for countless clinicians, researchers, patients, visitors and the MGH community at large – the Treadwell Library.

In celebration of its founder and establishment 160 years ago, Treadwell Library staff hosted Treadwell Day Aug. 1. Guests stopped by the library, located at the Bartlett Hall Extension, to view a vintage photo display, enjoy refreshments and learn about the man for whom the library is named.

The Treadwell Library offers thousands of resources including eBooks, eJournals, databases, print resources, computers, newspapers and a knowledgeable library staff. Librarians teach classes both at the library or individual department sites. The Treadwell Day exhibit will remain on display through Aug. 15.

For more information, call (617) 726-8601 or send an e-mail to *TreadwellQ&A@partners.org.*

August 17, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

O'Connor

The unexpected athlete

A lifelong exercise-phobe who nearly flunked gym in high school, Anne Elise O'Connor never dreamed she would compete in a triathlon at the age of 51.

Even the diagnosis of myocarditis – a potentially fatal inflammation of the heart – at age 30 was not motivation enough for a healthy lifestyle change. For nearly 20 years she continued to avoid exercise until she became sick again. Surviving breast cancer at 48 was the wakeup call she needed. O'Connor knew it was time to change her habits and begin living healthily, but she didn't know where to begin. Upon consulting with Diane Fingold, MD, of MGH Internal Medicine, she received the referral that helped change her life.

Fingold recommended that O'Connor sign up for the MGH Cardiac Metabolic Syndrome Program under the direction of Paul Huang, MD, PhD. This 12-week program – designed to reduce the risk of cardiovascular disease in patients who are overweight, have high blood pressure and/or cholesterol, and

(*Continued on page 2*)

ADVANCES

Novel biomarker for heart failure also predicts risk of death

An international research team, led by James Januzzi Jr., MD, of the MGH Cardiology Division, has found that blood levels of a protein called ST2 both indicate the presence of heart failure among patients with shortness of breath and powerfully predict the risk that a patient will die during the following year. Improved understanding of how ST2 and other biomarkers reflect the heart's hormonal environment someday may allow clinicians to develop more effective, individualized treatment plans.

"While we are now able to diagnose heart failure with great sensitivity, we have miles to go before we can reduce the considerable risk that accompanies that diagnosis," says Januzzi. "It's highly likely that examining a patient's pattern of several complementary biomarkers will be superior for predicting risk than using just one. If we could harness the information these biomarkers yield to better adjust therapies – in the same way that antibiotics are chosen based on the organism causing the infection – it would be revolutionary."

In 2005, Januzzi and MGH colleagues published the PRIDE study, which showed that a protein called NT-proBNP could confirm or rule out heart failure in emergency room patients with shortness of breath and also help predict death among such patients. Recent smaller studies have suggested that ST2, which also may have a role in the inflammatory response, is expressed within the heart in situations involving stress to the cardiac muscle, including heart failure. To more closely examine ST2's potential as a heart failure biomarker, the research team analyzed data and blood samples from the approximately 600 PRIDE study participants who had come to the MGH Emergency Department with shortness of breath. The results confirmed ST2 as a marker of heart failure and indicated the protein was an even stronger predictor of death from several causes than was NT-proBNP. A combination of both biomarkers gave the most accurate prediction.

The study will appear in the *Journal of the American College of Cardiology* and has received early online release. Other MGH co-authors are Claudia Chae, MD, MPH; Aaron Baggish, MD; Michelle O'Donoghue, MD; Rahul Sakhuja, MD; Annabel Chen, MD; and Kent Lewandrowski, MD, all of MGH Cardiology.

– Athlete

(Continued from page 1)

who may have diabetes – teaches participants to make healthy food choices, increase physical activity and reduce stress. Its goal is to inspire sustainable lifestyle changes that can be adopted easily.

Each week, O'Connor attended the three-hour program at the MGH. She learned about nutrition, exercise and thought processes and engaged in aerobic exercise and strength training under the guidance of cardiac rehabilitation nurses. Yoga, relaxation and guided meditation were the third component of the program. Almost immediately, O'Connor was hooked.

"It was a combination of high-tech medicine, a supportive atmosphere and common sense," she says. "It just clicked. For the first time, I started thinking about the health of my body in terms of the rest of my life."

Says Huang, "We've been running the program for more than two years now, and it is extremely popular. Patients lose significant amounts of weight, lower their blood pressure and cholesterol levels and have better blood sugar control. Most importantly, they tell me how much better they feel."

These days, O'Connor is continuing to challenge herself. She completed her first-ever triathlon July 29. She says, "It took me 50 years to understand that exercise doesn't have to be horrible. I'm proud of what I've accomplished, and I couldn't have done it without the help of all my caregivers at the MGH." ●

Weekday patient discharge and pick-ups relocating to Wang Lobby

Beginning Aug. 20, all patients awaiting pick-up from family, friends or chair car services Monday through Friday from 6 am to 8 pm will exit from the Wang Lobby. If patients require wheelchair assistance, MGH volunteers are available to help. Patients leaving the hospital at all other times – Monday through Friday from 8 pm to 6 am, and all day Saturday, Sunday and holidays — can continue to exit the hospital through the Main Entrance.

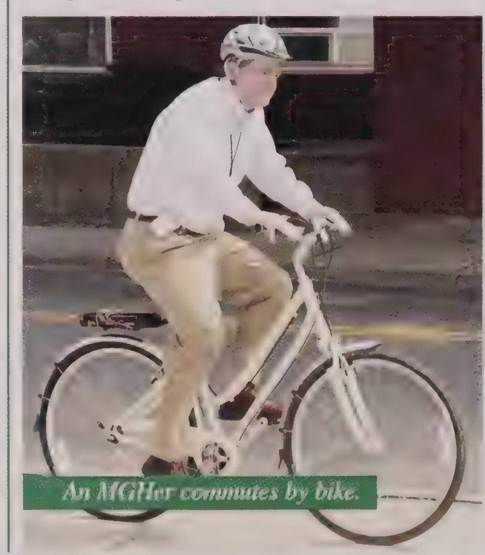
A notice of change in location for patient discharges from the MGH, FAQs and a map showing pick-up locations can be found at *www.massgeneral.org/pickup_info.html.*

Wang Lobby exterior

Avoiding high gas prices and enjoying a better commute

MGHers have many choices to avoid giving in to high gas prices and frustrating commutes. As a charter member of A Better City Transportation Management Association (ABC TMA), the MGH offers staff and employees incentives to participate in several commuting options. The following free programs are available to MGHers.

- **Guaranteed Ride Home:** Employees who take the bus, subway, commuter rail, carpool, vanpool, bike or walk to work can receive a free ride home in the event of an emergency or unscheduled overtime.
- **Ridematching:** MGHers can use the ABC TMA online ridematching system to find out if others who live and work nearby are interested in sharing a ride in a carpool or vanpool.
- **Cycling and Walking Rewards:** The "Workout to Work" program provides rewards to employees who bike or walk to work. Each month when an employee submits his or her miles, biked or walked, to ABC TMA, he or she will be rewarded with free safety equipment and chances to win other prizes.
- **Vanpool Subsidy:** MGH staff members can earn up to $220 over six months from the ABC TMA for joining a vanpool. A vanpool of 9 to 15 riders is one of the most affordable ways to commute to work from New Hampshire, Central/Western Massachusetts and Cape Cod.
- **Carpool Subsidy:** Employees can receive up to $210 over six months when they join an existing carpool or form a new carpool. By covering up to $35 in fuel for six months, this program helps reduce costs of commuting to work.
- **Express Yourself:** MGHers who drive alone can receive up to $100 per month for three months to purchase an MBTA Express Bus, Private Bus or MBTA Commuter Boat pass. This can cut the monthly cost of commuting by nearly 50 percent.



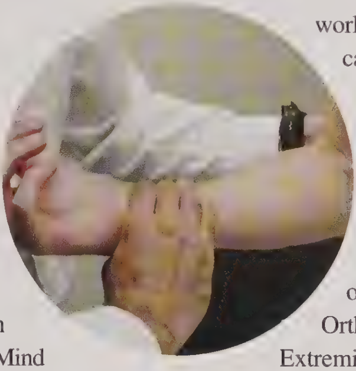
An MGHer commutes by bike.

ABC TMA is an independent, nonprofit organization comprising employers, retailers, business owners, public sector representatives and others working to address employee transportation issues and improve air quality and traffic in the downtown and Back Bay areas of Boston. To register for these programs, access *www.abctma.com.* For more information, contact MGH Commuter Services at (617) 724-6588. ●

Treating arm pain through the mind/body connection

It is increasingly recognized that patients may benefit from an approach to care that addresses both the cognitive and physical aspects of pain: mind/body medicine. At the core of mind/body medicine is the idea that the complex relationship between mind and body can have a significant impact on physical health.

The MGH Orthopædic Hand and Upper Extremity Service recently introduced the Multidisciplinary Arm Pain Program to integrate the best of both traditional and mind/body medical care. The program combines surgical and non-surgical musculoskeletal care and treatment by certified hand therapists with behavioral medicine practices, such as relaxation techniques and the cultivation of positive illness concepts, to not only treat patients' physical ailments, but also optimize their quality of life. Patients also benefit from a close collaboration the program maintains with other MGH services – including Behavioral Medicine, Physical Medicine and Rehabilitation, Orthopædic Surgery and Occupational Therapy Services. The program presently is establishing a relationship with the Benson-Henry Institute for Mind Body Medicine at MGH, which joined the hospital in 2006.



"Recent studies of the brain reveal that changes in thought process can directly affect pain sites in the brain," says Ronald Kulich, PhD, attending psychologist at the MGH Pain Center. "It's critical for caregivers to work as a team so that the patient can effectively improve function and reduce pain where possible."

The Multidisciplinary Arm Pain Program is led by David Ring, MD, PhD, medical director and director of Research for the MGH Orthopædic Hand and Upper Extremity Service. For more information, e-mail Ring at *dring@partners.org*. To schedule an appointment, call (617) 724-3953 and specify the Multidisciplinary Arm Pain Program. ●

In memoriam: Peter Michael Yurchak, MD

Peter Michael Yurchak, MD, of MGH Cardiology, died July 30 of pancreatic cancer in Boston. A gifted cardiologist and teacher, Yurchak was widely considered a true gentleman. He was 74.

Yurchak graduated from Wyoming Seminary in Pennsylvania in 1948, the University of Pennsylvania in 1953 and Harvard Medical School (HMS) in 1957, and served in the U.S. Air Force in England from 1959 to 1961.

He was the training program director for MGH Cardiology from 1994 to 2006, and supervised the MGH Cardiology fellowship program from 1970 to 2007. A teacher for 43 years, Yurchak received three HMS honors for excellence in teaching. He authored numerous articles on clinical cardiology as well as *Essentials of Patient Care,* a widely used guide for medical students.

"Peter was the quintessential academic cardiologist, a loyal friend and thoughtful advisor," says G. William Dec Jr., MD, chief of MGH Cardiology. "He spent his life devoted to the education of medical students, residents and cardiology fellows. In that regard, he had no peer. His hundreds of trainees are his lasting legacy."

A memorial mass will be held Sept. 7 at 10 am at St. John the Evangelist Church at 9 Glen Road in Wellesley. A memorial service will be held Sept. 8 at 11 am at Memorial Church in Harvard Yard.

Donations can be made to the Peter M. Yurchak Cardiac Education Fund, c/o Massachusetts General Hospital Development Office, 165 Cambridge St., Boston, MA 02114.

DID YOU KNOW ...

The MGH Blood Bank, which opened in 1942, was the first hospital-based blood bank in Massachusetts, and by 1952 had grown to be the largest hospital-based blood bank in New England. Now known as the MGH Blood Donor Center, the Blood Bank was first led by Lamar Soutter, MD, who was also the MGH's first official blood donor. Today, the MGH transfuses more than 70,000 blood components each year.

August 17, 2007

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MGH**HOTLINE**

WHAT'S HAPPENING

Senior HealthWISE events

The Senior HealthWISE film series will host a free screening of "Shall We Dance?" Aug. 22, from 1 to 3 pm in the Haber Conference Room. Refreshments will be provided. Registration is required. Senior HealthWISE also will offer hypertension screenings and blood pressure checks Aug. 27, from 1:30 to 2:30 pm at the West End Library. For more information or to register for the film screening, call (617) 724-6756.

Clinical Innovation Awards

The MGH Clinical Research Program is accepting applications for its Clinical Innovation Awards program. The awards program is designed for clinicians who have limited research experience and helps bridge the gap between new clinical evidence and current clinical practice by supporting physicians, nurses or allied health professionals with an interest in applying their knowledge and creativity to overcoming current barriers to effective clinical care. The awards provide 20 percent protected time for recipients to devote to their project; infrastructure support such as informatics development, biostatistics and project administration; and mentorship from the Clinical Research Program's Disease Management Unit. Letters of intent are due by Sept. 4 and applications are due by Sept. 21. For more information, visit *www.massgeneral.org/crp/* or contact Kay Ryan at *kryan10@partners.org.* To discuss a potential project, contact Richard Grant, MD, MPH, at *rgrant@partners.org.*

Seeking stories about the Clinics and VBK buildings

All MGH patients, employees and visitors – past and present – can submit their memories associated with the Clinics and Vincent Burnham Kennedy (VBK) buildings to *hotline@partners.org.* These vignettes may be included in an upcoming issue of *MGH Hotline* or a poster display.

Laser and aesthetic skin therapy symposium

The MGH Wellman Center for Photomedicine and the Department of Dermatology will co-host a symposium, "Laser and Aesthetic Skin Therapy: What's the Truth?" Sept. 7 through 9 at the Starr Center, Schepens Eye Institute, 185 Cambridge St. The course will emphasize new techniques and technologies while also critically evaluating current treatment practices. Rox Anderson, MD, and Mathew Avram, MD, JD, will be the course directors. CME Category 1 credit is available. Enrollment is limited to physicians. For more information or to register, visit *www.cme.hms.harvard.edu/courses/LASER.*

Scientific Writing course

The MGH Clinical Research Program and the Department of Psychiatry are offering a Scientific Writing course Sept. 19, 26 and Oct. 3 from 4 to 5 pm in the O'Keeffe Auditorium. Theodore Stern, MD, will discuss issues such as clarifying the writer's interests, creating an outline, writing multiple drafts, avoiding obsessive perfectionism and understanding the peer-review process. To register, visit *hub.partners.org/catalog/crp-2005-cw.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

Medical Terminology I

MGH Training and Workforce Development will offer two sections of Medical Terminology I. Classes will meet Tuesdays, beginning Sept. 11, and Mondays, beginning Sept. 17. Students will learn how to analyze, decipher, spell and pronounce common medical terms. Emphasis is placed on understanding terms in their proper context as they relate to the anatomy, physiology and pathology of the human body. No previous background in science or biology is required. The course fee is $70 and includes the textbook. Classes are held at 165 Cambridge St., Suite 200. For more information, call (617) 724-3368. To register, visit *ibridge.partners.org/getaccess* or e-mail *mghtraining@partners.org* for an application form.

Smoking cessation

The MGH Tobacco Treatment Service is offering two smoking cessation programs starting Sept. 5 at 5:30 pm and Sept. 11 at noon. The seven-session, weekly group programs include information about preparing to quit, coping with stress and preventing weight gain. Low-cost nicotine patches and/or nicotine gum will be available with written approval from a primary care physician. Registration is required, and fees are on a sliding scale. For more information, call (617) 726-7443.

Shift of Earned Time (ET) to Extended Sick Leave (ESL)

The annual shift of Earned Time (ET) to Extended Sick Leave (ESL) for weekly MGH employees will take place the week ending Sept. 22, with the new balances appearing in the last paycheck of September. Any ET in excess of the allowed annual maximum will automatically be transferred into the employee's ESL account, providing the employee has less than the ESL account maximum balance. For more information about the ET and ESL benefit and the year-end maximum balances for 20- and 40-hour employees based upon years of service, visit *is.partners.org/hr/New_Web/mgh/2007_ET_ESL_accrual_chart.pdf.* ET must be used by the week ending Sept. 22. On Sept. 23, the excess will be moved to the ESL account. Per MGH policy, employees may request one cash-out per year of 1x standard hours as long as 5x standard hours remain in the bank. Cash-out requests should be requested through the department manager/timekeeper.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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August 24, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

"Be an ACE!" wins hand hygiene slogan contest

Hooper, left, and Perry

Judging from the number of entries submitted to the hospital's recent hand hygiene slogan contest, many employees know that practicing proper hand hygiene is a top priority at the MGH. The STOP (Stop Transmission of Pathogens) Task Force received more than 300 entries during the monthlong submission period and has announced the winning slogan: "Be an ACE!" Submitted by Bill Perry, MGH respiratory therapist, ACE is an acronym that stands for "Always Cal Stat Entering and Exiting" patients' rooms. David Hooper, MD, chief of the Infection Control Unit, awarded Perry his prize – a football autographed by Richard Seymour of the New England Patriots – during a surprise presentation Aug. 16.

The STOP Task Force sponsored the contest to develop a slogan that employees can use to discreetly remind one another to practice hand hygiene. The new phrase will be actively promoted throughout the hospital so that it becomes a regular part of the MGH workplace culture.

"We hope to use this slogan as a tool to work together and help each other achieve 100 percent compliance with hand hygiene, both before and after patient contact," says Hooper. "As our compliance has improved, we've already seen benefits to our patients with reduced transmission of some antibiotic-resistant hospital pathogens, and we expect to see further benefits as we continue to improve."

For more information about the slogan or hand hygiene at the MGH, contact the Infection Control Unit at (617) 726-2036. ●

Non-emergent ambulances relocate to Cox Entrance

Because of new building construction at the Main Entrance White Ramp, beginning Sept. 4 non-emergent ambulances will use the Cox Entrance on Blossom Street from 6 am to 10 pm daily. During the night hours from 10 pm to 6 am, all ambulances will use the White Ramp. Emergent ambulances will continue to use the White Ramp at all times.

Non-emergent patients include: inbound and outbound hospital-to-hospital transfers, patients transferring from facilities or home for testing or treatment, outbound intensive care and critical care transfers, and inbound and outbound neonatal and pediatric intensive care patient transfers. Emergent patients include: inbound and outbound emergency patients, inbound critical care transfers (except neonatal and pediatric) and inbound urgent obstetric patients.

Use of the Cox Entrance allows emergency medical services (EMS) staff to avoid congestion at the White Ramp and Emergency Department. The location also is close to inpatient units. The Cox Entrance area includes 12 parking spaces for non-emergent ambulances on North Charles and Blossom Streets. EMS and MGH staff will work cooperatively to triage patients, ensuring optimal conditions for patient safety and efficient access to and from the hospital.

To help facilitate safe patient transport, a new position has been created: Ambulance Operations coordinator. This employee will be located at the Cox Lobby Monday through Friday, from 10 am to 6 pm, and will work closely with patient care, EMS and MGH Police and Security staff to monitor, evaluate and manage ambulance traffic.

Radiation oncology patients at the Cox Building will continue to use the location's valet services as usual. For more information about the non-emergent ambulance relocation, contact Angela Marquez, administrative fellow, at pager 15157 or *amarquez1@partners.org*.

Back-to-school tips

With back-to-school season here, parents and children may be experiencing feelings of anticipation and anxiety about the new school year. Gene Beresin, MD, of MGH Psychiatry, offers the following suggestions for parents to help their children adjust.

- Know your child's strengths and weaknesses and the challenges he or she may face: for example, bullying, "falling in with the wrong crowd," or acting impulsively. Know the subjects in which he or she excels or may need extra help.
- Know what is expected at each developmental level. For example, kindergarten children or children going to school for the first time have different needs than those entering middle school, who may face new and more difficult choices.
- Know the possible stresses for college-aged students, including alcohol, sex, drugs, performance anxiety and psychiatric disorders.
- Be aware of your own vulnerabilities. Separation can be just as hard for parents as for kids. This is true for parents of children in grade school, high school and college.

"Children can prepare themselves for a new school year by knowing the issues and demands for their grade level, progressively becoming more autonomous and independent and knowing who to go to for help and advice," says Beresin. "Most importantly, parents should know how to talk to their kids. Establishing open lines of communication is important not only in helping children adjust to a new school year, but also adjust to life's changes in general."

New MRI raises the roof

Before dawn on Aug. 18, MGH Planning and Construction staff and contractors began the impressive task of installing a new 3-Tesla magnetic resonance imaging (MRI) device into the MRI Suite on Ellison 2. The roof of Ellison 3 was temporarily removed, and a 360-ton crane hoisted the 14-ton device approximately 280 feet high over the Founders Building and into the Ellison Building. Eight tractor trailer trucks carrying crane components, counterweights and other equipment were used for the project, which also included delivering several large steel shielding plates. With the finesse of an expert construction crew of 15, the project was completed by 11 am despite unexpected 50-mile-per-hour winds. ●

Hello? Cancer Center, it's for you

Would you like to know what it's like to answer more than 1,000 phone calls per day? Just ask the employees of the Call Center at the MGH Cancer Center. Between July 2006 and June 2007, staff members answered 325,530 calls placed to the Cancer Center, took 600 messages daily and triaged countless e-mails to the appropriate parties for response.

The MGH community had the opportunity to match Call Center employees' voices with their faces at an open house Aug. 16 at the center's new location on Yawkey 7. The Call Center relocated to the former Medical Records Room, which became available when the Cancer Center transitioned to using electronic medical records. This space provides a centralized site for handling the Cancer Center's immense call volume. ●

Top, from left, Glenda Feliciano; Victoria Gonzalez; Beth Alterman, administrative director, Cancer Center Clinical Programs; Linda Taylor; and Tanja Smith
Bottom, from left, Jessica Brown and Luclee Perry

From left, Elizabeth Leavitt, Temerson, Rudberg, Jonathan Page, Zollfrank and Kate Wilkinson

A different kind of healing

It was a challenging but rewarding summer for the graduates of the MGH's Clinical Pastoral Education (CPE) Program. The group was honored at a ceremony Aug. 17 in the MGH Chapel marking their completion of the 11-week program.

The five students, who represented four religious denominations, spent many hours providing pastoral care and addressing the spiritual needs of MGH patients. The CPE Program includes time spent on call and classroom-based activities such as seminars, role-playing and reflective essay writing. The goal of the program is to gain an understanding of what it means to be a caregiver and to grow as a chaplain.

"This program is a major contribution to compassionate, spiritually and culturally sensitive care at the MGH. These clinical experiences help prepare students for leadership in their religious communities," says Rev. Angelika Zollfrank, director of Clinical Pastoral Education.

"It was very hands-on," says Tim Temerson, who is pursuing a Masters of Divinity degree as a Unitarian Universalist. "Witnessing the courage of patients and their strength during moments of extreme vulnerability was an incredible experience."

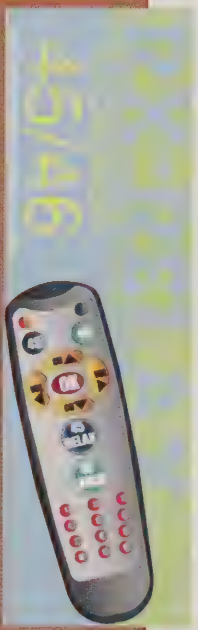
For Anna Rudberg, who is training to become a Methodist pastor, the time she spent in a clinical setting gave her "a better understanding of what it's like for doctors and nurses and those who work in this emotionally intense environment." She says, "It was an honor to be a part of the great care at the MGH."

The CPE Program is an interfaith professional education program for ministry and spiritual care. It runs three times per year and is open to health care providers who wish to integrate spiritual caregiving skills into their clinical practices. For more information, contact the Chaplaincy Department at (617) 726-2220. ●

Tune in and relax

Beginning Sept. 4, inpatients can tune in to two new television channels designed specifically for their relaxation. Each patient room TV will carry the Continuous Ambient Relaxation Environment (C.A.R.E) Channel 45, which will provide beautiful nature images and soothing instrumental music, and the MGH Relaxation and Humor Channel 46, which will air programs for those seeking a humorous distraction or instructional relaxation. The new programming will be available day and night through the hospital's closed circuit television network.

The C.A.R.E and MGH Relaxation and Humor channels were established with funding from an MGH Making a Difference grant and assistance from MGH Environmental Services. Shelly Bazes, RN, NP, of the Center for Quality and Safety, and Cathy Calder, RN, NP, of Ellison 10, are the project's co-managers.



"Non-English speakers can enjoy Channel 45 because of its universally relaxing components of music and peaceful images," says Bazes. "We will have bookmarks with information about the channels available for patients' bedside tables. Our hope is that staff will have these comforting programs on when patients are admitted to their rooms."

An information table and a television airing the programs will be set up in the Main Corridor Sept. 4 and 5 from 9 am to 1 pm. Representatives will be on hand to answer any questions and provide information. For more information, contact Bazes at *sbazes@partners.org* or Calder at *ccalder1@partners.org*.

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WHAT'S HAPPENING

Blood drive challenge giveaways

As part of the MGH/BWH Employee Blood Drive Challenge, the MGH Blood Donor Center will offer the following incentives to donors Aug. 27 – Sept. 7:

Aug. 27: Movie passes for platelet donors only
Aug. 28: Raffle for tickets to *Tomb*, an interactive adventure show
Aug. 29: 10 giveaways of free flights on AeroBalloon
Aug. 30: Raffle for autographed New England Revolution jersey
Aug. 31: Free Bertucci's pizza beginning at 11:30 am for all donors. Morning donors are welcome to come back for pizza.
Sept. 4: Raffle for three one-month memberships to the Clubs at Charles River Park
Sept. 5: Raffle for free wash, cut and blow dry at MGH Images Hair Salon
Sept. 6: Raffle for autographed New England Revolution jersey
Sept. 7: Free pizza for all donors beginning at 11:30 am. Morning donors are welcome to come back for pizza.

Senior HealthWISE events

The MGH Senior HealthWISE film series will host a free screening of "Failure to Launch" Aug. 28, from 2 to 4 pm in the Haber Conference Room. Registration is required. The Senior HealthWISE lecture series will offer "Fall Prevention" Sept. 6, from 1 to 2 pm in the Haber Conference Room. Allison Squadrito, PT, DPT, GCS, and Meaghan Costello, PT, DPT, both of the MGH Department of Physical Therapy, will be the guest speakers. For more information or to register, call (617) 724-6756.

Conversations with Caregivers Eldercare Series

As part of its Conversations with Caregivers Eldercare Series, the MGH Geriatric Medicine Unit will offer "Caring for Yourself While Caring for Another" Aug. 28, from 5:15 to 6:30 pm in the Blum Center. Ann Webster, PhD, of the Benson-Henry Institute for Mind Body Medicine at MGH, will be the guest speaker. For more information, call (617) 726-4612.

Four Seasons Run of Hope

The Four Seasons Boston will sponsor the annual 5K Run of Hope Sept. 9 at the Esplanade. Registration begins at 8 am, the Fun Run/Family Walk at 10 am, and the 5K race at 10:30 am. Prizes will be awarded to the leading runners, and the top fundraiser will receive a trip to the Four Seasons Resort Great Exuma in the Bahamas. All proceeds will benefit cancer research and care at the MassGeneral Hospital *for* Children. For more information or to register, visit *www.fourseasonsrunofhope.com.*

Clinical Innovation Awards

The MGH Clinical Research Program is now accepting applications for its Clinical Innovation Awards program. The program is designed for clinicians who have limited research experience and supports physicians, nurses or allied health professionals with an interest in overcoming current barriers to effective clinical care. The awards provide 20 percent protected time for recipients to devote to their project; infrastructure support such as informatics development, biostatistics and project administration; and mentorship from the Clinical Research Program's Disease Management Unit. Letters of intent are due by Sept. 4 and applications are due by Sept. 21. For more information, visit *www.massgeneral.org/crp* or contact Kay Ryan at *kryan10@partners.org.* To discuss a potential project, contact Richard Grant, MD, MPH, at *rgrant@partners.org.*

Change in *Hotline* schedule

Due to the Labor Day holiday, *MGH Hotline* will not be published Aug. 31. The regular publishing schedule will resume Sept. 7.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

Parents in a Pinch

What's an MGHer to do when even the best laid childcare plans fall through? The answer is easy: Call Parents in a Pinch. Offered through Partners HealthCare, Parents in a Pinch provides families in-home, backup and/or emergency childcare and is available seven days per week. Employees may use this benefit up to seven times per year at an hourly rate of $15. All providers are experienced and thoroughly screened for criminal background and health and safety training.

To schedule care with Parents in a Pinch, call (617) 739-5437. Office hours are Monday through Friday, from 7 am to 5 pm. MGH employees have access to a customer service representative available Sunday through Thursday, from 5 pm to 7 pm for care needed the following day. When calling, staff should identify themselves as MGH employees and be prepared to provide their employee ID number. For more information about the program and other childcare options such as the MGH Backup Childcare Center, visit *www.partners.org/childcare/home.html.*

September 7, 2007

MGH HOTLINE

The Responsible Physician Project makes it easy

When a patient is admitted to the MGH, he or she often is seen by more than one physician, each delivering different aspects of care. Therefore, caregivers may need to ask, "Who is the physician in charge of this patient?"

The Responsible Physician Project makes it easy to answer this question, helping providers identify the responding clinician at a moment's notice. Developed under the mandate of Brit Nicholson, MD, chief medical officer, and led by Cyrus Hopkins, MD, director of the Center for Quality and Safety, and Deborah Adair, director of Health Information Services, clinicians now have the ability to identify and update the responding clinician – the provider accountable for the immediate care of the patient – in the Partners Enterprise Patient List (PEPL) application. This information also can be viewed by using the "Care Tm" button in the Clinical Application Suite (CAS).

The PEPL application provides clinicians the ability to manage their list of patients. It also is used by responding clinicians to assign themselves to patients and sign over their list of patients to the new responding clinician when there is a change in coverage. Using CAS, all clinicians, including nurses, radiologists, physicians and other care team members, can identify the responding clinician. Additional functions include the ability to page, e-mail, edit information

(Continued on page 3)

A proud day for ProTech students

Each August, the MGH celebrates the achievements of a special group of East Boston High School (EBHS) students who, in addition to completing their required school courses, have spent two years at the hospital as interns with the ProTech program, an initiative developed by the MGH Community Benefit Program and EBHS. This year's nine graduates joined their families and MGH colleagues in the Thier Conference Room Aug. 23 for a graduation ceremony that highlighted the students' work and recognized the MGH supervisors and coworkers who supported them. The students were commended for successfully managing the responsibilities of school, home and the two-year internship at the MGH.

Hosted by Galia Wise, manager of the MGH/EBHS Partnership, the ceremony featured remarks by Jeff Davis, senior vice president for Human Resources; Michael Rubin, headmaster of EBHS; Jessie K. Kimbrough-Sugick, MD, Aetna/MGH Disparities Solutions Center fellow; and ProTech graduate Llanira Ruiz.

Characterizing the ProTech program as "a true collaboration," Wise congratulated the students for their achievements and thanked their supervisors for providing guidance and support. As keynote speaker, Kimbrough-Sugick offered the students several tips for success. "Never let somebody or some situation define who you are," she said. "Never stop reaching out to others who are where you want to be. Never lose your imagination, and never stop believing in yourself."

All nine students are attending college this fall, with the majority planning on entering the field of health care. Ruiz, who will be the first in her family to attend college, was grateful for the opportunity to gain valuable professional and personal skills through her time as a billing assistant at the MGH Center for Comparative Medicine. Her speech received a standing ovation.

For more information about the ProTech program, contact Wise at (617) 724-8326.

Standing, from left, Davis; Bianca Bova; Anastasia Sumner; Rubin; Kimbrough-Sugick; Joan Quinlan, director of the MGH Community Benefit Program; and Derek DeStefano. Seated, from left, Sabrina Cialla; Lisa Callow; Viviana Mesa; Ruiz; and Wise.

In memoriam: Jack H. Mendelson, MD

Jack H. Mendelson, MD, director of McLean Hospital's Clinical Research Program on Substance Abuse, co-director of its Alcohol and Drug Abuse Research Center (ADARC) and a professor of Psychiatry at Harvard Medical School, died Aug. 15 after a brief illness. He was 77.

Widely recognized as a pioneer in the field of substance abuse research, Mendelson earned his bachelor's degree from Johns Hopkins University in 1951 and his medical degree from the University of Maryland School of Medicine in 1955. He completed his psychiatry residency training at the MGH. In 1966, he became the first chief of the National Center for the Prevention and Control of Alcoholism, a division of the National Institutes of Health. He was named chief of Psychiatry at Boston City Hospital in 1970 and three years later joined McLean, where he co-founded the ADARC with his wife, Nancy K. Mello, PhD.

Mendelson authored more than 480 original peer-reviewed articles in numerous biomedical journals and served on 11 editorial boards. He earned a number of prestigious awards during his career and was named a distinguished life fellow of the American Psychiatric Association in 2003.

Donations in Mendelson's memory may be sent to the Jack H. Mendelson Memorial Fund, McLean Hospital, Development Office, 115 Mill St., Belmont, Mass., 02478.

MGH/MGPO Clinical Systems Audit slated for November

Beginning Nov. 12, the MGH/MGPO will hold its first Clinical Systems Audit, a comprehensive review of all employees who have access to the Longitudinal Medical Record (LMR) and the Clinical Data Repository (CDR). The audit is a Partners HealthCare initiative designed to meet HIPAA security standards and further protect the confidentiality and integrity of electronic patient information. It also will reinforce that LMR and CDR access is limited only to employees who need it to perform their job duties.

Managers who supervise employees with LMR or CDR access will receive an e-mail Nov. 12 with a link to the Clinical Systems Audit website. Once logged on, managers can view a list of their staff with LMR and CDR access and will need to indicate which access, if any, should be removed for each employee. The audit tool is easy to use and managers should find all of the information they need to complete the review within the application, which includes a help section and frequently asked questions. Managers will have unlimited access to the application during the audit period, which will last through Dec. 7.

The MGH Health Information Services Department will offer a number of help sessions in November to assist managers in using the application. Additional information about the audit will be available in the coming months through e-mail communications and the MGH HIPAA website, available at *intranet.massgeneral.org/hipaa/default.asp.* For more information, contact Christine Griffin, HIPAA Compliance project manager, at *cgriffin7@partners.org* or (617) 726-6360. ●

Back to school: MGH employees benefit from tuition assistance

This month, many MGH employees may be returning to school to advance their skills or pursue a college degree. Among the concerns of some returning students is how to finance their educations.

As an advocate for career growth and education, the MGH aims to help employees who are current or aspiring students meet educational costs through its tuition assistance program. To be eligible for this program, employees must work at least 20 hours per week and have completed six months of continuous service at the time of application. Applicants must be enrolled in a certificate, undergraduate or master's degree program. Employees are reimbursed upon the successful completion of their course. Reimbursable expenses include tuition, academic and laboratory fees. Books, nonacademic fees and equipment are not reimbursable.

The allotment of tuition reimbursement funds is dependent on the type of program the employee is enrolled in and his or her employment status. Full-time employees are eligible to receive up to $750 for certificate programs and $2,000 for degree programs. Applications for tuition assistance must be submitted prior to the first day of class. Employees are encouraged to submit applications for tuition assistance well in advance to allow sufficient time for processing.

To apply, employees should submit a completed application, copy of the official letter of acceptance into the program, course description and documentation indicating cost per credit from the current school catalog. To initiate the reimbursement process, employees must submit grades and proof of payment within 60 days of completion of the course or semester.

For more information or to download an application, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm.*

DID YOU KNOW ...

All of the MGH ambassadors are bilingual. They assist more than 1,400 patients and visitors into and out of their vehicles each day and provide directions and general assistance to the hospital's more than 40,000 daily visitors.

In memoriam: Anne Alonso, PhD

Anne Alonso, PhD, director of the Center for Psychoanalytic Studies and director of the Endowment for the Advancement of Psychotherapy at MGH and Harvard Medical School, died Aug. 26 following an illness.

An internationally famed psychotherapist, Alonso's tenure at the MGH began in 1968. She was an influential mentor to scores of students and a renowned teacher whose insights and advice were valued by both students and senior colleagues.

Alonso was the author of numerous papers and books on psychotherapy, psychotherapy supervision and group psychotherapy, including *The Quiet Profession: Supervisors of Psychotherapy.*

She was a past president and distinguished fellow of the American Group Psychotherapy Association and was awarded the Lifetime Achievement Award in 1997 by *Psychiatric Times*. In 1995, she founded and chaired the Center for Psychoanalytic Studies at the MGH.

Born in Manchester, N.H. in 1933, she leaves her husband of 49 years, Ramon; two daughters, Marjie and Sarah; and three grandchildren, Max and Jacob Jackson and Lucy Alonso.

"For those of us who knew and loved Anne as her student, colleague or family member, our world will never be the same without her and her wisdom," says Jerrold F. Rosenbaum, MD, MGH psychiatrist-in-chief.

A memorial service will be held Sept. 29 at Harvard Memorial Church at 2 pm. In lieu of flowers, the family requests contributions be sent to the Endowment for the Advancement of Psychotherapy, Massachusetts General Hospital, 165 Cambridge St., Suite 600, Boston, MA, 02114 or by accessing *www.mghgifts.org*.

– Responsible

(Continued from page 1)

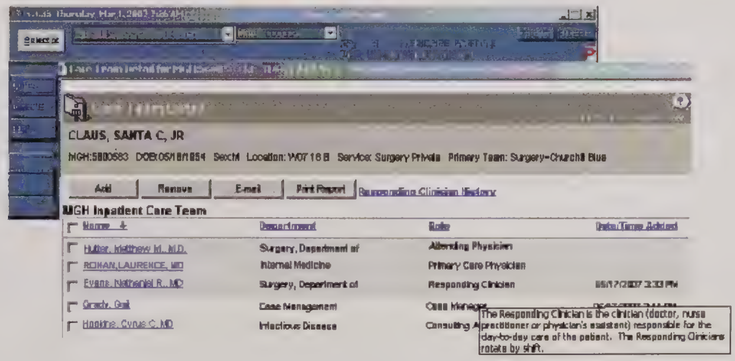
and print a report of care team members including their photos.

"The system allows the care team to gain immediate knowledge of the attending physician, the primary care physician and the responding clinician," says Hopkins. "In Phase 2, the system will provide the identification of the responsible physician – the staff physician who is ultimately responsible for the patient at any point in time."

"We are receiving great feedback on the application from users," says Adair. "Before PEPL, a clinician may have had to make several calls to reach the patient's responding clinician. The Responsible Physician Project was designed to provide a centralized snapshot of this caregiver information. The Information Systems team has done a great job training staff, providing demonstrations and working with services to understand and adapt to variations. Jodi MacLeod not only does a terrific job in providing assistance and support to users, but she also listens to ideas and suggestions and brings them back to the team to incorporate into PEPL wherever possible."

Attending physicians are encouraged to check their patient lists daily to help the Information Systems (IS) team continue to improve and prepare for Phase 2 of the project. In this phase, planners will automate and update all physician schedules into the PEPL application.

For more information about the Responsible Physician Project, contact MacLeod, IS project manager, at (617) 643-2252. ●



CLAUS, SANTA C, JR

MGH:5800583 DOB:05/18/1854 Sex:M Location: W07 16 B Service: Surgery Private Primary Team: Surgery-Churchill Blue

MGH Inpatient Care Team

Name	Department	Role	Date/Time Added
Hutter, Matthew M., M.D.	Surgery, Department of	Attending Physician	
ROHAN, LAURENCE, MD	Internal Medicine	Primary Care Physician	
Evans, Nathaniel R., MD	Surgery, Department of	Responding Clinician	05/17/2007 3:33 PM
Grady, Gail	Case Management	Case Manager	[illegible]
Hopkins, Cyrus C, MD	Infectious Disease	Consulting A	

The Responding Clinician is the clinician (doctor, nurse practitioner or physician's assistant) responsible for the day-to-day care of the patient. The Responding Clinicians rotate by shift.

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WHAT'S HAPPENING

Conversations with Caregivers Eldercare Series

As part of its Conversations with Caregivers Eldercare Series, the MGH Geriatric Medicine Unit will host "Juggling Caregiving and Work" Sept. 11, from 5:15 to 6:30 pm in the Blum Center. Janet T. Laughlin, LICSW, CEAP, of the Partners Employee Assistance Program, will be the guest speaker. For more information, call (617) 726-4612.

Senior HealthWISE events

MGH Senior HealthWISE will offer a one-hour exercise session, "Fall Into Fitness," Sept. 13, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Senior HealthWISE also will host a memoir writing workshop Sept. 17, from 11 am to noon in the Haber Conference Room led by a representative of Grub Street, Inc., a writing center. Senior HealthWISE also will offer free hypertension screenings and blood pressure checks Sept. 17, from 1:30 to 2:30 pm at the West End Civic Association Community Room, One Emerson Place. Registration is required for the exercise session and writing workshop. For more information or to register, call (617) 724-6756.

Making a Difference grant reception

All MGH employees, staff and volunteers are invited to attend a reception and poster display in recognition of the 2007 Making a Difference grant recipients. The event will be held Sept. 19, from 3 to 4:30 pm in the Trustees Room. For more information or to register, contact Leah Abrams at *labrams@partners.org* or call (617) 726-1319.

Women in Medicine Month lecture

In honor of Women in Medicine Month, the MGH Office for Women's Careers will host "Prospects for Innovation: Opportunities and Challenges Ahead" Sept. 17, from noon to 1 pm in the Thier Conference Room. Susan Hockfield, PhD, president of the Massachusetts Institute of Technology, will be the guest speaker. To register, e-mail *womens.careers@partners.org* by Sept. 12.

Fashion show and cocktails

Celebrate Boston Fashion Week with a cocktail reception and fashion show Sept. 10, from 5:30 to 7:30 pm at the Grand Ballroom at Taj Boston, 15 Arlington Street. Tickets are $20, and 10 percent of the evening's sales benefit the MassGeneral Hospital *for* Children. To register, contact *lori@michaeldepaulo.com.* For more information, call Lori Wirtz at (617) 947-1549.

IN GENERAL

Allan Goldstein, MD, of the MassGeneral Hospital *for* Children, received the 2007 Foundation Scholar Award from the American Pediatric Surgical Association (APSA). The one-year, $25,000 grant is designed to support a pediatric surgeon performing clinical or laboratory research in an area relevant to pediatric surgery. Goldstein will use the grant to study the development of the intestinal nervous system.

Anand Viswanathan, MD, PhD, of the MGH Stroke Service and Memory Disorders Unit, received the Young Investigator Award at the European Stroke Conference. The award is presented for the best abstract submitted throughout the year by early career investigators. Viswanathan also received the Young Investigator Research Fellowship from the International Society for Vascular Behavioral and Cognitive Disorders for his research on the impact of stroke and small vessel brain disease on dementia. The work was part of an ongoing collaboration between the MGH Stroke Service and the Neurology Department at Hôpital Lariboisière in Paris.

Ronald Dixon, MD, MA, of the MGH Department of Medicine, and **Rajiv Gupta, MD, PhD,** of MGH Radiology, have been named recipients of CIMIT Career Development Awards. CIMIT (Center for Integration of Medicine and Innovative Technology) presents the awards in recognition of a doctor's potential to develop his or her research into meaningful contributions to medicine. Gupta will use the award to study low-cost, disposable telerobotic manipulators for image-guided interventions. Dixon plans to use the funding to explore alternative methods of patient-centered health care delivery with a focus on access to primary care.

MGH Patient Care Services (PCS) received first place awards in two categories at the Publicity Club of New England's annual Bell Ringer Awards ceremony. PCS won top honors in the Annual Report category for its 2005 annual report, "Healing-Leadership-Global Action," and for the PCS Diversity logo in the Graphic Identity category.

The Howard Hughes Medical Institute awarded Early Career Awards to provide support for early career research to **Aram Hezel, MD,** of the MGH Cancer Center; **Farouc Jaffer, MD, PhD,** of the MGH Cardiology Division; and **Sridhar Ramaswamy, MD,** of the MGH Cancer Center. The five-year, $375,000 awards allow recipients to devote at least 70 percent of their time to research.

Submit news tips and story ideas to the *MGH Hotline*

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
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September 14, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New employee bonus program debuts with hand hygiene as top priority

With fiscal year 2007 predicted to end with a strong financial performance, the MGH is again poised to offer employees a bonus program in appreciation of the incredible work they perform each day. This year's program, however, will feature a change from previous years in that it will be linked directly to one of the MGH's most crucial quality and safety standards – hand hygiene. At the MGH, hand hygiene is practiced by using Cal Stat, an alcohol-based hand disinfectant, before and after contact with the patient or patient's environment.

Through the Hand Hygiene Quality Incentive Program, a portion of this year's bonus will be tied to the results of the routine hand hygiene compliance measurements for September and October. Patient care units currently engaged in the hospital's hand hygiene surveillance program will be monitored by staff from the MGH Infection Control Unit, as they have been since 2002. The compliance rates for hand hygiene both before and after contact with the patient or patient's environment will then be calculated, with a minimum of 90 percent compliance expected for each. This 90 percent compliance rate meets the national standards set by the Joint Commission and brings the MGH closer to achieving its ultimate goal – 100 percent compliance with hand hygiene standards.

If the MGH meets its financial targets as expected, eligible employees will receive half of the bonus amount. The rest of the bonus will be paid to eligible employees if the hospital achieves success in meeting the hand hygiene compliance rate of 90 percent before and after patient contact. Currently, hospitalwide compliance rates stand at 80 percent before patient contact and 90 percent after patient contact.

By implementing this program, the MGH aims to reinforce the fact that practicing proper hand

(*Continued on page 3*)

Eat Street Cafe
Carvery

Clockwise from top left, Nutrition and Food Services employees Yves Bourjolly; Neville Trotman, Alex Altobelli and Paula Brathwaite

Hand Hygiene Quality Incentive Program questions and answers

Below is a series of questions and answers that may help staff better understand the Hand Hygiene Quality Incentive Program.

Q. *Why is the hand hygiene compliance goal set at 90 percent and not 100 percent?*

A. Reaching 100 percent compliance is the hospital's goal. The 90 percent compliance target is the national standard of compliance set by the Joint Commission. Setting the goal at 90 percent aligns with national expectations and brings the MGH closer to the 100 percent mark.

Q. *Why is my bonus tied to hand hygiene when I don't have direct patient contact?*

A. It takes the hard work and dedication of all employees to provide the highest-quality patient care. While clinical staff most often come into contact with patients, other employees may work in patient care environments. For example, Nutrition and Food Services staff serve food to patients; Environmental Services staff clean patient care areas; and Buildings and Grounds staff fix equipment on patient care units.

Q. *Do I have to use Cal Stat before and after glove use?*

A. Yes, both before and after. Gloves may have imperfections, and contamination can occur during removal. The Centers for Disease Control guidelines state that gloves are not to be used as a substitute for hand hygiene.

For more questions and answers about the hand hygiene program, access *intranet.massgeneral.org/handhygiene/qa.html.*

Always prepared at the MGH

This month, the MGH joins organizations across the country in recognizing National Preparedness Month, a nationwide effort to encourage Americans to take simple steps to prepare for emergencies in their homes, workplaces and schools. MGH Emergency Preparedness encourages all employees to visit *intranet.massgeneral.org/emergencypreparedness/* and *www.ready.gov/america/npm07/index.html* to learn more about preparing for a disaster both at the hospital and at home. Information on the sites includes tips for assembling a home emergency kit and the basic steps to disaster readiness.

In addition to events like National Preparedness Month, the MGH also participates in a variety of activities – such as disaster drills and tabletop discussions – throughout the year to ensure the hospital and its employees are ready to respond to an emergency at a moment's notice. Last month, the MGH Charlestown HealthCare Center hosted an Emergency Preparedness Day, educating staff and the local community about the need for emergency planning at home and work. Resources available for visitors included emergency checklists, first aid kits and information about emergency planning for special populations such as the elderly, children and people with special needs. The annual event is part of a comprehensive plan developed by MGH Charlestown and local leaders to promote emergency preparedness throughout the Charlestown community.

For more information about emergency preparedness, contact Craig Cochran, administrative manager for MGH Emergency Preparedness, at *ccochran@partners.org.* ●

From left, Peggy Carolan-Bolognese, adminstrative director of the MGH Charlestown HealthCare Center, and Tina Wright of the Massachusetts League of Community Health Centers

From left, Mongan, Friedman and Jean Elrick, MD, senior vice president for MGH Administration

Charles Circle landmark revamped and ready

The new Liberty Hotel – formerly the Charles Street Jail – celebrated its grand opening with a reception Sept. 5 that featured speeches from special guests and a ribbon-cutting ceremony. Adjacent to the MGH Yawkey Center for Outpatient Care, the four-star hotel is the result of seven years of planning by Boston developer Richard L. Friedman. In 2000, the MGH selected Friedman's firm Carpenter & Company, Inc. to redevelop the property based on a long-term ground lease.

Originally designed by architect Gridley James Fox Bryant, the jail was built in 1851 using Quincy granite. The structure is considered an excellent example of the Boston Granite Style of architecture and is listed on the National Register of Historic Landmarks. In operation until 1990, the jail housed such notable inmates as Sacco and Vanzetti, the Boston Strangler and Malcolm X. To transform the structure into a distinctive hotel while maintaining the jail's unique character, Friedman enlisted the help of architectural firm Cambridge Seven Associates, preservation experts from Ann Beha Architects and the Suffolk Construction Company. Coming on the heels of the construction of the Yawkey Center and the recently rebuilt Charles/MGH Red Line MBTA stop, the Liberty Hotel is part of a significant revitalization of Charles Circle.

In addition to 298 guest rooms, the Liberty Hotel features meeting and event spaces, a ballroom and two dining venues: Clink, the hotel's bar and restaurant, and Scampo, an Italian eatery led by Boston chef Lydia Shire slated to open this fall. A bar, Alibi, is located in original jail cells on the hotel's ground level.

According to Partners HealthCare Chief Executive Officer James Mongan, MD, who spoke at the opening ceremony, the new Liberty Hotel contributes to Charles Circle's new reputation as "a reborn part of Boston and truly represents a huge step forward for the city."

The hotel currently is offering a 15 percent discount on the day's best available rate for employees and patients of the MGH. For more information about the discount program, call (617) 224-4000. ●

Vacanti awarded John Scott Medal

Past recipients of the John Scott Medal, awarded by the city of Philadelphia, are some of the greatest minds in history – Marie Curie, Thomas Edison, the Wright brothers, Jonas Salk and Guglielmo Marconi. Now the MGH's very own Joseph P. Vacanti, MD, chief of Pediatric Surgery at the MassGeneral Hospital *for* Children, can be counted among their ranks. Vacanti has been named one of two recipients of the 2007 medal, which has been presented annually since 1834 to men and women whose inventions have contributed to the comfort, welfare and happiness of mankind. He will formally receive the award at a ceremony in November.

A pioneer in the field of tissue engineering, Vacanti was selected for the honor in recognition of his contributions in designing implantable systems that stimulate the generation of new tissue and organs, which can be used in patients for reconstructive surgery and transplantation. ●

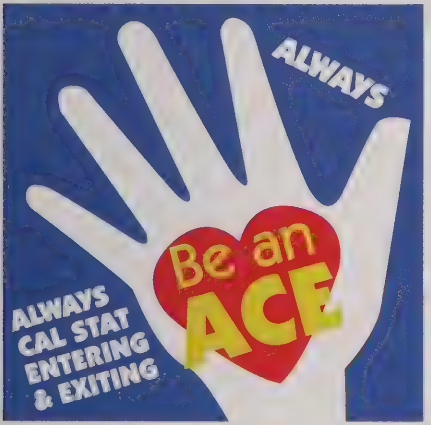
Vacanti

– Employee bonus

(Continued from page 1)

hygiene is of the utmost importance in meeting the hospital's top priority – protecting MGH patients. Hand hygiene is the primary tool used to reduce health care-associated infections – infections patients did not have prior to admission to the hospital, which can drastically affect clinical outcomes. Hospitals across the nation face the same challenge.

While not every employee may come into contact with patients on a daily basis, meeting this standard requires the full commitment of every member of the MGH community. All staff members are encouraged to support their colleagues – both clinical and nonclinical – in practicing proper hand hygiene as the hospital strives to meet this benchmark of quality and safety. To further aid these efforts, the MGH STOP (Stop Transmission of Pathogens) Task Force recently introduced a new hand hygiene slogan – "Be an ACE!" – that employees can use to discreetly remind one another to practice hand hygiene. ACE is an acronym that stands for "Always Cal Stat Entering and Exiting" and serves as a friendly reminder that the success of the MGH hand hygiene program truly is a team effort.


ALWAYS
Be an ACE
ALWAYS CAL STAT ENTERING & EXITING

More information about the Hand Hygiene Quality Incentive Program will be available by e-mail, *MGH Hotline* and additional communications. For more information about the bonus program, visit *intranet.massgeneral.org/handhygiene/*. For more information about hand hygiene at the MGH, call the Infection Control Unit at (617) 726-2036. ●

Food for Families

It is a surprising reality: The extent of hunger in Massachusetts has more than doubled what it was three years ago. Often, it is the children in low- income families who suffer most, having more health and behavioral issues than children who have enough food.

To address this issue, Ron Kleinman, MD, acting physician-in-chief at MassGeneral Hospital *for* Children, along with Project Bread, Massachusetts' leading anti-hunger organization, worked with the MGH Community Benefit Program and the MGH Chelsea HealthCare Center to launch an innovative program in 2003 linking food assistance with health care. The initiative, Food for Families, aims to identify hungry families during the child's routine pediatric health care visit with a simple screening tool. The families identified as hungry are then directed to appropriate food assistance programs and services.

"The Food for Families program came about as a way to help families who were hungry and examine the relationship between hunger and poor health," says Kleinman. "An outreach worker meets with the families and helps to identify all possible sources of food for which the families may be eligible. Often, hungry families underutilize all types of food assistance programs such as free school meals or food stamps. To date, using the screening tool, we have uncovered a hunger rate of approximately 10 percent in the clinics where the program is active."

Since its inception, Food for Families has helped hundreds of families receive assistance. The program has become a vital part of the MGH HealthCare Centers in Chelsea and Revere and has been enhanced with financial support from the MGH and Partners HealthCare Community Benefit programs. Now, with additional support from Project Bread and Partners HealthCare, Food for Families is expanding to eight Partners-affiliated health centers. In August, Kleinman and Matt Fishman, Partners vice president for Community Health, were recognized by the *Boston Business Journal* as "Health Care Champions" for their work with the Food for Families program. On Sept. 20, they will be acknowledged along with the other honorees at a special event at the Sheraton Boston Hotel.

For more information about the program, contact Sarah Oo, director of MGH Chelsea's Community Health Program, at (617) 887-4305.

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WHAT'S HAPPENING

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will host "Recognizing and Understanding Parkinson's Disease" Sept. 20, from 11 am to noon in the Haber Conference Room. Albert Hung, MD, PhD, of the MGH Department of Neurology, will be the guest speaker. Senior HealthWISE also will offer hypertension screenings and blood pressure checks Sept. 24, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

Comedy night to benefit MGH*f*C's LADDERS program

Boston Casting will host a comedy night Oct. 7 at the Comedy Connection in Boston with a portion of the proceeds benefiting the Learning and Developmental Disorders Evaluation and Rehabilitation Services (LADDERS) program at the MassGeneral Hospital *for* Children (MGH*f*C). A reception will begin at 5 pm and the show, featuring Wendy Liebman and Boston-area comedians, will begin at 7:30 pm. Tickets are $75. For more information or to purchase tickets, call (617) 248-9700 or visit *www.comedyconnection boston.com.*

Fall 2007 computer training schedule

Partners Information Systems Training has released the Fall 2007 schedule for Microsoft Office 2003 computer training courses. To view a complete schedule or to register, visit *is.partners.org/training.* For more information, contact Erin Dooley at *eadooley@ partners.org* or (617) 724-6523.

Clinics, Tilton and VBK reception

All MGH employees, patients, visitors and volunteers are invited to attend a reception celebrating the Clinics, Tilton and Vincent Burnham Kennedy (VBK) buildings, which were vacated in July in preparation for the construction of the Building for the Third Century. The reception will be held Sept. 20, from 2 to 4 pm under the Bulfinch Tent. For more information, e-mail *mghhrevents@partners.org.*

MGH photo contest

All MGH and Partners employees are invited to submit their photos to the MGH Photography Department's tenth annual amateur photo contest. Contestants may submit up to two photos and all entries should be in printed form (no slides or electronic files) and no larger than 8x10 inches, unmounted and unframed. Entry forms are available at the Photography Department. All entries must be submitted with a completed entry form by Oct. 16. From Oct 23. through 30, submissions will be displayed in the first floor corridor between the Jackson and Bigelow buildings. Voting ballots and a ballot box will be available in the same location. Winners will be announced in the Nov. 2 issue of *MGH Hotline*. For more information, call (617) 726-2237.

HMS faculty fellowship program

Harvard Medical School (HMS) junior faculty and postdoctoral fellows are invited to apply for several fellowships offered by outside foundations – including the Ellison Medical Foundation New Scholars Program in Aging, the William T. Grant Foundation Faculty Scholars Program and the Damon Runyon Clinical Investigator Award. Potential candidates must first apply through the HMS Faculty Fellowship Program, which selects the applications to be forwarded to the foundations. Applications are due by Oct. 23 and should be sent to the Office of the Dean for Academic and Clinical Programs, Gordon Hall, Room 101. For more information, visit *medapps.med.harvard. edu/fellowships.* For additional questions, contact Stacy McGrath at (617) 432-3667 or *stacy_mcgrath@ hms.harvard.edu* or Michael Bautista at (617) 432-6928 or *michael_bautista@hms.harvard.edu.*

PIE Awards nomination

The Sept. 21 nomination deadline for the 2007 Partners in Excellence (PIE) Awards is approaching. All MGH employees are encouraged to nominate their colleagues – individuals or teams – in one of the following categories: leadership and innovation, quality treatment and service, teamwork, operational efficiency and community contributions. To submit a nomination online, visit *pulse.partners.org/about/ pie_about.htm.* Nomination forms also are available through managers and supervisors. For more information, call (617) 724-9743.

Nominations for the Nathaniel Bowditch Prize

Nominations are now being accepted for the 2008 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee – clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH. Nomination forms are available by contacting Suzanne M. Williams at (617) 726-8254 or *swilliams7@partners.org.* Nominations are due by Nov. 2 and should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, at White 506.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;

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September 21, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Quality&Safety

The MGH among top hospitals for quality and safety

The MGH has been ranked among the very best in the nation for patient safety and health care quality practices, receiving top marks from the Leapfrog Group, a national hospital quality rating organization. Evaluated by the Leapfrog Hospital Quality and Safety Survey, one of the most complete and current assessment tools for quality and safety available, the MGH was designated a 2007 Top Hospital from among the 1,285 hospitals responding to the survey.

The MGH, along with 40 other hospitals across the country, was given high scores for its progress toward implementing safe practices in four categories: computer physician order entry systems, evidence-based hospital referrals, Intensive Care Unit staffing and the Leapfrog Safe Practices Score, which measures hospitals' progress implementing best practices.

This year's Leapfrog survey was slightly different than those in past years. In the area of evidence-based hospital referrals, the survey included information about the hospitals' weight loss and aortic valve surgeries and considered the surgeons' level of experience with high-risk procedures. Hospitals provided information about their percentage of surgeons who met a certain case volume in each of the procedures.

"We are entering a new era of quality and safety at the MGH," says Gregg Meyer, MD, MSc, senior vice president of the MGH/MGPO Center for Quality and Safety. "Demonstrating transparency in our quality and safety performance and practices reveals our progress and indicates areas where we need to continue to challenge ourselves and make advances. We are proud of the MGH's dedication to patient safety and health care quality. As we continue to rank among the very best in the nation, we will continue to aim even higher."

To view the complete 2007 Top Hospitals list and a detailed explanation of the ranking methodology, access *www.leapfroggroup.org/news/leapfrog_news/Top_Hospitals*. For more information about the MGH/MGPO Center for Quality and Safety, call (617) 726-4709.

Quality&Safety

MGH investigators receive prestigious NIH grants

Three MGH scientists have received major awards from the U.S. National Institutes of Health (NIH) in recognition of their innovative research studies. Emery Brown, MD, PhD, of the Department of Anesthesia and Critical Care, is one of 12 recipients of the 2007 Pioneer Awards, $2.5 million grants to established researchers. Nir Hacohen, PhD, of the MGH Center for Immunology and Inflammatory Diseases, and Konrad Hochedlinger, PhD, of the MGH Center for Regenerative Medicine, were among 29 recipients of New Innovator Awards, new $1.5 million grants to researchers early in their careers.

Brown

Brown is director of the Neuroscience Statistics Research Laboratory in MGH Anesthesia and will use the award to pursue his studies of the biological mechanisms underlying general anesthesia. While general anesthesia has been a critical part of medical care since its first demonstration at the MGH in 1846, exactly how anesthetic drugs operate is still a mystery. Brown's interdisciplinary team will conduct animal studies of how changes in the brain produced by anesthetic drugs contribute to general anesthesia. They will use imaging studies and EEG readings to monitor brain activity in human participants undergoing anesthesia.

Hacohen will use RNA interference libraries to dissect immune system pathways that sense pathogens in mammals. The innate immune system, the body's first line of defense, evolved to detect invading pathogens and activate protective immune responses. Hacohen's project will focus on a subsystem that detects the DNA and RNA of viruses and also will address how these nucleic acid sensors avoid being activated inappropriately, which could lead to inflammation and autoimmune disorders.

Hochedlinger will be studying a promising technique for reprogramming adult mouse and human cells into pluripotent cells – those with the capacity to produce any kind of cells. Recent research in mice by Hochedlinger and others has shown that the molecular expression of four specific factors can transform adult skin cells into induced pluripotent stem (iPS) cells, which have the properties of embryonic stem cells. The award will support the team's investigation of the molecular changes that accompany the generation of iPS cells and whether human cells can be reprogrammed by the expression of the same factors. ●

Charlestown health fair delights

"Health & Fitness" was the theme of the MGH Charlestown HealthCare Center's second annual health fair, celebrated Sept. 8. This community education event, aimed at promoting healthy lifestyles among the neighborhood's children, featured performances by a Double-Dutch team and a local stomp troupe, as well as a Hula-Hoop contest and a visit from Sesame Street's Elmo. A nutritionist was on hand to counsel attendees about healthy eating, and a physical therapist explained the importance of exercise. Through a partnership with local youth sporting clubs, fairgoers also had the opportunity to sign up for local sports teams and other youth activities.

Many volunteers came out to support the event. The MGH Institute of Health Professions, MGH Volunteer Services, Charlestown Against Drugs and the Charlestown Substance Abuse Coalition were among the groups that participated. Says Peggy Carolan-Bolognese, administrative director of MGH Charlestown, "The yearly health fair is a collaborative event that many departments work together to produce for the kids of Charlestown." ●

Elmo visits the Charlestown HealthCare Center Fair.

Back row, from left, Winfred Williams, MD, co-chair of the MAO Advisory Board; Burnett-Bowie; Styer; Rivera; Pallais; and Curry. Front row, from left, Florez; Del Carmen; Arauz-Boudreau; Evans; Mankey; and Ernesto Gonzalez, MD, associate director of MAO.

Advancing careers with help from the MAO

The MGH Multicultural Affairs Office (MAO) established the Minority Faculty Development Awards program to aid researchers like Sherri-Ann M. Burnett-Bowie, MD, MPH.

In 2005, Burnett-Bowie, a member of the MGH Endocrine Unit, received a Physician-Scientist Development Award through the program, which was established to advance the careers of junior faculty underrepresented in the field of medicine. The funding from the four-year grant enabled Burnett-Bowie to begin a clinical study exploring the relationship between low levels of vitamin D and the risk of developing diabetes, work that has important implications for future research on the disease. According to Burnett-Bowie, that support has made a significant impact on her career and has enabled her to receive additional funding from the National Institutes of Health. "Without the award, I simply would not have been able to conduct the study," she says.

The Minority Faculty Development Awards program – funded by the President's Office, the Massachusetts General Physicians Organization (MGPO) and the MGH Executive Committee on Research – also offers a separate Clinician-Teacher Development Award for faculty pursuing the clinician-teacher track. On Sept. 5, current and past recipients of the Physician-Development Award and the Clinician-Teacher Development Award gathered for an event in the Trustees Room celebrating the awards program.

The event featured special recognition of current and past recipients of both awards. Recipients of the Clinician-Teacher Development Award were Alexy Arauz-Boudreau, MD; Juan Carl Pallais, MD, MPH; Bisola Ojikutu, MD, MPH; Marcela Del Carmen, MD, MPH; Rocio Hurtado, MD; Elliot Melendez, MD; and Celina Mankey, MD. Recipients of the Physician-Scientist Development Award were Burnett-Bowie; Jose Florez, MD, PhD; Miguel Rivera, MD; William Curry, MD; Aaron Styer, MD; and Karleyton Evans, MD, MSc.

For more information about the Minority Faculty Development Awards or other MAO initiatives, visit *www.mgh.harvard.edu/mao.* ●

MGH lab services under the microscope for Joint Commission lab survey

On Sept. 17, two Joint Commission surveyors completed the hospital's unannounced laboratory survey following a six-day inspection of all aspects and environments involved with lab testing at the MGH – from point-of-care testing, tissue banking, phlebotomy and transfusion procedures to other lab-associated work and settings. As part of the inspection, the surveyors completed proficiency testing reviews at the health centers, core labs and areas such as Microbiology, Molecular Diagnostics, Immunology and Cytology to assess the reliability of lab tests performed at these locations. In addition, they completed site visits at all MGH laboratories, including those in patient care units and other sites where tests are performed.

> **"The survey was thorough and covered virtually all laboratory areas."**
>
> MARYANNE SPICER

Using the tracer methodology, the Joint Commission surveyors also followed patients' experiences at the hospital, speaking with staff members who were caring for the patients along the way. Lab test results were then "traced" back to the patient and his or her caregivers. All employees – inside and outside of labs – were prepared to be interviewed by the surveyors during the inspection.

Several of the National Patient Safety Goals (NPSGs) that were a focus of this year's survey included improving the accuracy of patient identification, improving the effectiveness of communication among caregivers and reducing the risk of health care-associated infections.

"The survey was thorough and covered virtually all laboratory areas," says Maryanne Spicer, director of Corporate Compliance. "At the end of the survey, the team reviewed areas that need improvement during a closing meeting with all laboratory staff. The final report, however, is not made available until it is reviewed at the Joint Commission central office. We expect this to occur within the next several days, and then we will receive a final report of the survey findings. Many people were involved in this year's survey. Thank you to all who participated."

The Joint Commission conducts its laboratory accreditation survey every two years. The inspection is independent from the recent hospitalwide survey that took place in December.

A complete list of NPSGs is available at *intranet.massgeneral.org/jointcommission/*. For more information about the Joint Commission lab or hospitalwide surveys, contact Spicer at (617) 726-5109 or *mspicer@partners.org*. ●

ALWAYS
Be an ACE
ALWAYS CAL STAT ENTERING & EXITING

HAND HYGIENE TIP

Studies have shown that alcohol-based hand gels such as Cal Stat are more effective than soap and water in removing bacteria from hands. Remember to use Cal Stat before and after contact with a patient or patient's environment.

For more information about the Hand Hygiene Quality Incentive program, visit *intranet.massgeneral.org/handhygiene/*.

MGH employees roll up their sleeves for a good cause

The MGH again stepped up to the challenge.

For the eighth consecutive year, the hospital has been declared victor of the annual MGH/BWH Employee Blood Drive Challenge. The friendly competition is held each year to help increase blood supplies at both hospitals during the summer, a time when donation rates traditionally are low. The MGH tallied 222 donations during the three-week contest, while BWH had 164. The MGH team also included employees from Shriners Burn Institute and the Massachusetts Eye and Ear Infirmary.

During the competition, the MGH Blood Donor Center offered a number of raffles to thank employees for their participation. Raffle winners are Lisa Bartlett; Miriam Bloomberg; Kate Brill-Daley; Norah Chen; Sarah Faasse; David Foye; Aimee Gough; Christa Haun; Raafat Houranieh; Greg Low, RPh, PhD; Rachel Neuman; Diane Nosack, RN; Tina Petras; Fay Rafferty; Beverly Tseng; Gail Winning; Alicia Woo; and Jodi Zilinski, MD.

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm, and Friday, from 8:30 am to 4:30 pm. The center is open for platelet donations Monday through Thursday, from 7:30 am to 5 pm, and Friday, from 8:30 am to 3 pm. Walk-ins are welcome. For more information, call (617) 726-8177.

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WHAT'S HAPPENING

Senior HealthWISE film series

The MGH Senior HealthWISE film series will offer a free screening of "Wild Hogs" Sept. 25, from 1 to 3 pm in the Haber Conference Room. Registration is required. For more information or to register, call (617) 724-6756.

MGH photo contest

All MGH and Partners employees are invited to submit their photos to the MGH Photography Department's 10th annual amateur photo contest. Contestants may submit up to two photos and all entries should be in printed form (no slides or electronic files) and no larger than 8x10 inches, unmounted and unframed. Entry forms are available at the Photography Department. All entries must be submitted with a completed entry form by Oct. 16. From Oct 23. through 30, all submissions will be displayed in the first floor corridor between the Jackson and Bigelow buildings. Voting ballots and a ballot box will be available in the same location. Winners will be announced in the Nov. 2 issue of *MGH Hotline*. For more information, call (617) 726-2237.

Ether Day

The annual Ether Day celebration will be held Oct. 12, from 2 to 3:30 pm in the Bulfinch Tent. Ether Day honors employees for their length of service to the MGH. An invitation-only dinner for employees who have served the hospital for 20 years or more will be held Oct. 19 at the Boston Marriott Cambridge Hotel. For more information, e-mail *mghhrevents@partners.org.*

Center for Connected Health symposium

The MGH Center for Connected Health will host its annual symposium, "Building the Connected Health Economy: Innovation, Implementation and Investment," Oct. 22 and 23 at the Conference Center at Harvard Medical School, Avenue Louis Pasteur. Key issues covered will include consumer-driven health care technologies, employee health and wellness programs, disease management, revenue and reimbursement models and wireless solutions. A reduced rate of $350 is available for MGH attendees. To receive the reduced rate, use the invitation code "Partners" when registering. For more information or to register, visit *www.connected-health.org* or e-mail *mmspinale@partners.org.*

Deadline for CIMIT poster competition extended

CIMIT (the Center for Integration of Medicine and Innovative Technology) has extended the submission deadline for its poster competition to Oct. 1. One-page abstracts must be submitted by 5 pm on that date. The competition is being held in conjunction with the CIMIT Innovation Congress and is open to students, postdoctoral fellows and staff investigators affiliated with an academic medical center. Awards will be given for the most innovative research, potential for patient benefit and best student poster and will be announced during the event. For more information, *visit www.cimit.org.*

IRB Issues for the Bench and Desk Scientist

The MGH Clinical Research Program is offering "IRB Issues for the Bench and Desk Scientist" Oct. 10, from 4 to 5 pm in the Simches Building, Room 3110. Elizabeth Hohmann, MD, chair and director of the Partners Institutional Review Board (IRB), will discuss ethical, regulatory and institutional issues relevant to analysis of human biological samples, medical records and databases. The lecture qualifies for AMA Category 1 credit for investigators and continuing education credit for nurses. To register, visit *hub.partners.org/catalog/crp-2005-irbseries-bench*. For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

Wellman Center lecture

The MGH Wellman Center for Photomedicine lecture series will host "Complex Regulation of TGFβ/SMAD Signaling by Protein Phosphates" Sept. 25, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Xin-Hua Feng, PhD, of the Baylor College of Medicine, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

HMS faculty fellowship program

Harvard Medical School (HMS) junior faculty and postdoctoral students are invited to apply for several fellowships offered by outside foundations, including the Ellison Medical Foundation New Scholars Program in Aging, the William T. Grant Foundation Faculty Scholars Program and the Damon Runyon Clinical Investigator Award. Potential candidates must first apply through the HMS Faculty Fellowship Program. The HMS program selects the applications to be forwarded to the foundations. Applications are due by Oct. 23 and should be sent to the Office of the Dean for Academic and Clinical Programs, Gordon Hall, Room 101. For more information, visit *medapps.med.harvard.edu/fellowships*. For additional questions, contact Stacy McGrath at (617) 432-3667 or *stacy_mcgrath@hms.harvard.edu* or Michael Bautista at (617) 432-6928 or *michael_bautista@hms.harvard.edu.*

Submit news tips and story ideas to the *MGH Hotline*

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Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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September 28, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The MGH ranks on national lists of top employers

With its full range of work/life resources, health and fitness programs, job training, advancement opportunities and educational support, the MGH is fully committed to supporting its greatest resource – its employees. These many programs and policies in place for all employees have again earned the MGH special recognition as a top employer by two organizations, AARP and *Working Mother* magazine. For the second year, the hospital has been named to AARP's list of best employers for workers over age 50 and *Working Mother* magazine's list of the top 100 companies for working mothers.

(*Continued on page 2*)

Quality& Safety

MGH quality and safety: from opportunity to strategy

The MGH has reached a significant milestone on its journey toward leading the nation in quality and patient safety. On Sept. 19, clinicians and administrators gathered in the Bulfinch Tent to mark the retirement of the Clinical Performance Management (CPM) program, a seven-year-old program that has facilitated many important quality and safety improvements throughout the institution. The closing of the CPM was characterized by Gregg Meyer, MD, MSc, senior vice president of the Center for Quality and Safety (CQS), as "the transition from opportunity to strategy."

Quality improvement has been taking place since the MGH was established in 1811. David Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization (MGPO), traced the history of quality improvement at the MGH from its origins to the modern era. In 1992, MGH President Peter L. Slavin, MD, then chief medical officer, initiated several programs focused on increasing the quality of care, including the Clinical Care Management Unit and Case Management program. These formative years imparted essential lessons, such as the value of multidisciplinary teamwork and the necessity for metric-based analysis. When the CPM program was launched as a joint MGH/MGPO medical management program in 2000, the key difference between it and what had come before was a shift from department-based teams to teams that dealt with specific issues.

There were many successes for the CPM program. Just two examples are the STOP (Stop Transmission Of Pathogens) Task Force, which has reduced hospital-acquired infections, and the Medication Reconciliation Project Team, which has made immense strides helping clinicians accurately track patients' medication lists.

Though the CPM program has been retired, improving clinical performance will always be an essential aspect of MGH operations. To support evolving quality and safety goals and priority areas, the CQS currently is reorganizing the hospital's performance improvement initiative. Yet, for all the intense planning efforts and sophisticated analyses devoted to quality improvement, in the words of Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care and chief nurse, "The goal of these projects, ultimately, is to allow clinicians to spend more time with their patients."

Standing, from left, Elizabeth Mort, MD, vice president for CQS and associate chief medical officer; Britain Nicholson, MD, chief medical officer; Ives Erickson; Jeffrey Weilburg, MD, associate medical director for the MGPO. Seated, from left, Slavin, Torchiana and Meyer

Quality& Safety

— MGH a top employer

(*Continued from page 1*)

Helping working mothers strike a balance

Working mothers are a vital segment of the MGH, comprising a significant portion of the hospital's workforce. Recognizing that juggling the demands of a busy career and raising a family poses a challenge for many female employees, the hospital offers an array of supportive resources, including child care options through the MGH Children's Center and Backup Child Care Center; fitness programs through the Clubs at Charles River Park; work/life resources through the Employee Assistance Program; and professional development support through the Office for Women's Careers, the Claflin Distinguished Scholars Award, job training and tuition assistance programs.

Valuing the contributions of older employees

The years of experience that the MGH's older employees bring to their careers are a valuable asset, and a considerable one – more than 5,000 MGHers are age 50 or older. Because the needs of employees nearing retirement may be different from those of workers in their early- to mid-careers, the hospital has a full spectrum of services to support this workforce. These include stress reduction sessions offered by the Benson-Henry Institute for Mind-Body Medicine and Be Fit; the Leadership Academy, a leadership development program for managers and supervisors; flexible hours; retirement savings options; and programs to recruit and retain workers over 50.

"We are very proud of both of these awards. Not only do these honors celebrate the hard work and dedication of our mature workers and our working mothers, but they also remind us that the MGH is a great place to work for all employees," says Jeff Davis, senior vice president for Human Resources.

A celebration in honor of the *Working Mother* recognition will be held Oct. 24, from 1:30 to 3 pm in the Bulfinch Tent. A second reception for the AARP honor will be held Nov. 1, from 1 to 3:30 pm in the Bulfinch Tent. For more information about the *Working Mother* award, visit *www.massgeneral.org/workingmothers.* For more information about the recognition from AARP, visit *www.massgeneral.org/aarp.* ●

"Working at the MGH has afforded me the opportunity both to raise a family and have a successful career," says Lori Pugsley, RN, nursing director of Ellison 13 and Blake 13.

"The MGH truly recognizes professionalism and wisdom of all employees. I'm proud that the hospital has received this honor from AARP," says Josephine Kubilus of the Practice Support Unit.

MGHers and guests reflect upon the past and celebrate Clinics, Tilton and VBK

It was an event filled with nostalgia. Staff, patients and visitors gathered in the Bulfinch Tent Sept. 20 for "Reflections of the Past: Celebrating Clinics, Tilton and Vincent Burnham Kennedy (VBK)." Hundreds of guests, many of whom previously worked in the buildings, assembled to commemorate the three structures, which have stood at the core of the campus since as far back as 1903. This fall, the buildings will be brought down in preparation for the construction of the Building for the Third Century (B3C), a new, 530,000-square-foot clinical facility. To continue to meet the ever-changing demands of advancing technology and health care, the B3C will be completed in 2011 – the hospital's bicentennial anniversary.

At the event, MGH President Peter L. Slavin, MD, acknowledged the distinguished histories of the buildings. He added that the dismantling of the buildings represented "an enormous step toward realizing the vision for the future of the MGH." Slavin's remarks were followed by those from George S. Richardson, MD, former acting chief of the Vincent Obstetrics and Gynecology Service, who was born at the MGH 85 years ago and who has been an MGH staff member for 61 years. Richardson shared his memories associated with the VBK Building and the many milestones that were achieved during his tenure. Lori Pugsley, RN, BSN, nursing director of Blake 13 and Ellison 13, then described her experiences working on the pediatric Burnham floors, saying, "I have so many great memories of my time with the children. I am lucky to have had the privilege of working there."

Attendees at the reception enjoyed refreshments, an archival photo poster display, memory vignettes from MGHers and a special cake designed to look like the Clinics Building, baked by the staff of MGH Nutrition and Food Services. ●

Banister

Banister named executive director

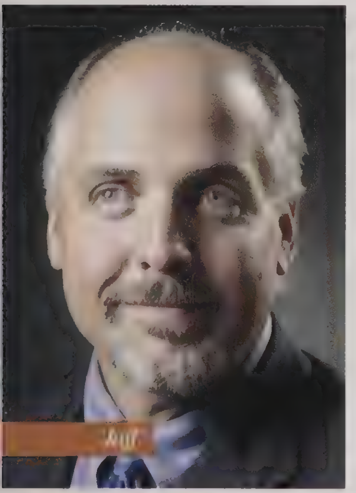
Gaurdia E. Banister, RN, PhD, has been appointed the first executive director of The Institute for Patient Care at MGH, which includes The Norman Knight Nursing Center for Clinical & Professional Development, The Yvonne L. Munn Center for Nursing Research, The Maxwell & Eleanor Blum Patient and Family Learning Center and The Center for Innovations in Care Delivery. Banister will be responsible for advancing the Institute's new vision for interdisciplinary education and research, which is centered on a commitment to meeting the needs of patients and advancing health care professions.

Most recently, Banister served as senior vice president for Patient Care Services at Providence Hospital in Washington, D.C., where she oversaw nursing, pharmacy, respiratory care, cardiac diagnostic services and the sleep lab. She has been awarded fellowships in the Robert Wood Johnson Nurse Executive Program and the Johnson & Johnson Wharton Program in Management for Nurse Executives. She is also the recipient of numerous grants from a variety of funding sources, including the Health Resources and Services Administration.

Banister earned both a doctorate in psychiatric/mental health nursing and a master's degree in nursing from the University of Texas at Austin. She received her bachelor's degree in nursing from the University of Wyoming in Laramie. Banister is a member of the African Scientific Institute, National Black Nurses' Association, American Organization of Nurse Executives and American Nurses Association. ●

Jaff named medical director of the MGH Vascular Center

Michael R. Jaff, DO, has been named the first full-time medical director of the MGH Vascular Center. Jaff is a world-renowned expert in the diagnosis and treatment of vascular disease. Currently, he is director of the MGH Vascular Diagnostic Laboratory and medical director of the Vascular Ultrasound Core Laboratory. Jaff has played an integral role in the creation of the Vascular Center at Mass General West in Waltham, which brings multiple specialties together to deliver comprehensive care to patients with a range of circulatory system disorders.



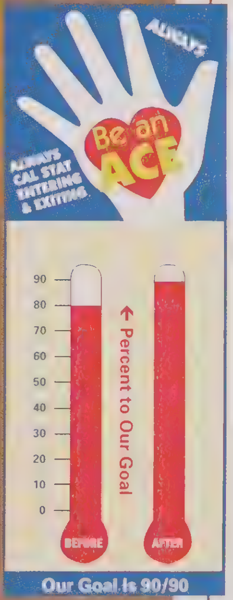
Jaff

"Dr. Jaff brings leadership, collaborative spirit and medical and scientific expertise to guide our current clinical and academic programs as well as oversee our efforts to introduce new technologies that will help address the complex challenges of vascular disease," says Peter L. Slavin, MD, MGH president.

A graduate of the Kirksville College of Osteopathic Medicine in Missouri, Jaff was a resident in internal medicine and chief resident at the Cleveland Clinic, where he also completed a fellowship in vascular medicine. His research has focused on novel therapies for peripheral vascular disease as well as device and clinical trial development. He is a past president of the Society for Vascular Medicine and currently serves as treasurer and member of the Board of Directors for the Intersocietal Commission for the Accreditation of Vascular Laboratories. In addition, he is a founder and board member of the American Board of Vascular Medicine, and he serves on the boards of the Vascular Disease Foundation, the Peripheral Arterial Disease Coalition and the editorial boards of several journals including *Circulation*, *Vascular Medicine*, *Journal of Vascular Surgery* and *Annals of Internal Medicine*. ●

Coming close to 90/90

There are 31 days left in the Hand Hygiene Quality Incentive Program, and MGHers are still working toward the goal of 90 percent hand hygiene compliance before and after patient contact. To date, MGH Infection Control surveillance has noted 80 percent compliance before and 90 percent after patient contact. Practicing hand hygiene is not only important for the safety of patients, but this year, part of the employee bonus is linked to this 90/90 goal.



Our Goal Is 90/90

Staff in all patient care units and clinics should remember to use Cal Stat before and after contact with the patient or patient's environment. To discreetly remind colleagues to practice hand hygiene, use the phrase, "Be an ACE!" which stands for "Always Cal Stat Entering and Exiting."

For more information about hand hygiene or to monitor progress toward the 90/90 goal, access *intranet.massgeneral.org/handhygiene*.

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

WHAT'S HAPPENING

Health Disparities Awareness and Lobby Day

MGHers are invited to join the movement to help end health care disparities by participating in Health Disparities Awareness and Lobby Day Oct. 3, from 10 am to noon at the State House, Nurse's Hall. For more information, contact Camille Watson of Health Care for All at *cwatson@hcfama.org.*

Senior HealthWISE events

MGH Senior HealthWISE will offer a free flu clinic for seniors age 60 years and older Oct. 1, from 1:30 to 3:30 pm at the Hill House, 127 Mt. Vernon St. The Senior HealthWISE film series will host a screening of "Casablanca" Oct. 3, from 1 to 3 pm in the Haber Conference Room. Registration is required. The Senior HealthWISE lecture series will offer "Signs, Symptoms and Treatment of Pneumonia in Older Adults" Oct. 4, from 11 am to noon in the Haber Conference Room. Edward Ingenito, MD, PhD, of the BWH Pulmonary Division, will present. For more information or to register for the film screening, call (617) 724-6756.

Nominations for the Nathaniel Bowditch Prize

Nominations are now being accepted for the 2008 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee – clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH. Nomination forms are available by contacting Suzanne M. Williams at (617) 726-8254 or *swilliams7@partners.org.* Nominations are due by Nov. 2 and should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, at White 506.

Center for Connected Health symposium

The MGH Center for Connected Health will host its annual symposium, "Building the Connected Health Economy: Innovation, Implementation and Investment," Oct. 22 and 23 at the Conference Center at Harvard Medical School, Avenue Louis Pasteur. Key issues covered will include consumer-driven health care technologies, employee health and wellness programs, disease management, revenue and reimbursement models and wireless solutions. A reduced rate of $350 is available for MGH attendees. To receive the reduced rate, use the invitation code "Partners" when registering. For more information or to register, visit *www.connected-health.org* or e-mail *mmspinale@partners.org.*

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David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

Information about returning Mel's bracelets

The Friends of Mel Foundation, a charitable organization that supports cancer research at the Massachusetts General Hospital Cancer Center and other organizations, has initiated a recall of its bracelets after testing has shown them to contain lead. The foundation currently is creating a new, lead-free bracelet, which will be available free of charge to all those who return a bracelet.

To return a bracelet by mail, send it directly to the foundation at the following address:

The Friends of Mel Foundation
P.O. Box 1660
Wakefield, MA 01880

For more information, visit *www.melsbracelets.org.*

October 5, 2007

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Halfway to 90/90

The September results are official: The MGH has achieved a hospitalwide rate of 90 percent compliance with hand hygiene before patient contact and 93 percent after contact. This accomplishment meets the minimum standard of 90 percent compliance before and after contact with the patient or patient's environment set by the MGH Hand Hygiene Quality Incentive Program, which links this year's employee bonus directly to the hospital's hand hygiene standards. It's important to note, however, that MGHers will need to achieve a 90/90 compliance rate for October in order for eligible employees to receive the bonus amount through the program. Five individual patient care units – White 6, White 11, Ellison 6, Phillips 21 and Gray/Bigelow 7 – have also met another hand hygiene milestone, achieving the 90/90 goal for the entire third quarter.

The Hand Hygiene Quality Incentive Program employs the same rigorous procedure to measure compliance that has been used at the hospital since 2002. Through this process, staff from the MGH Infection Control Unit perform surveillance directly on the patient care units involved in the program. Units are surveyed six times per month on a schedule that includes days, evenings and weekends to obtain a fair sampling. During each 15-minute observation period, the Infection Control staff member moves throughout the floor, monitoring how individual

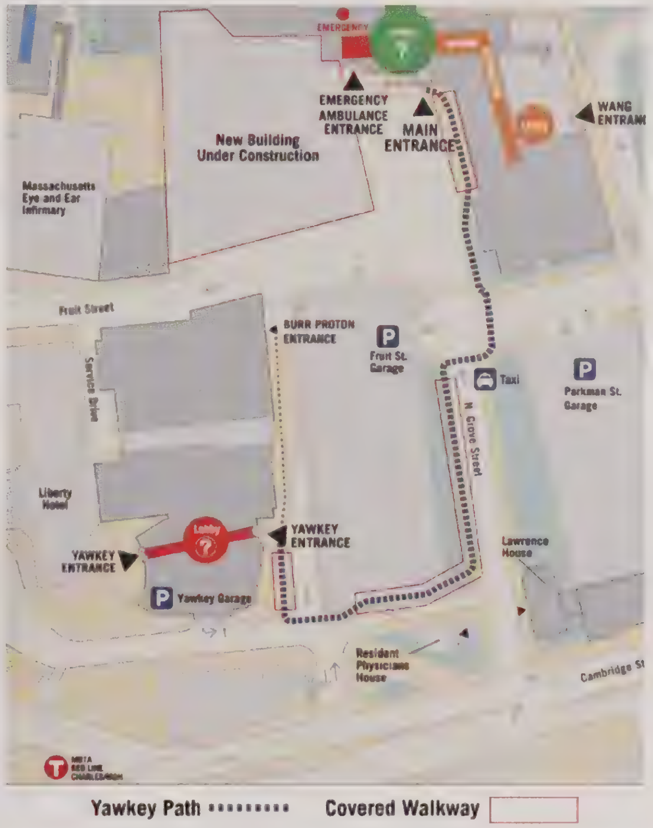
(Continued on page 3)

Walk the walk: Take the Yawkey Path to safety

Beginning Oct. 15, MGH staff, employees, patients and visitors will be required to use a newly covered, safe pathway along North Grove Street when walking between the Main Entrance and the Yawkey Center for Outpatient Care. Use of the Fruit Street sidewalk will not be permitted; therefore, access to and from the two buildings via the sidewalk will be strictly prohibited. This new pathway was created to ensure pedestrian safety from construction along Fruit Street and heavy vehicular traffic at the Fruit Street Garage.

The new designated route – dubbed the "Yawkey Path" – is only a few additional steps more than the path along Fruit Street. The Yawkey Path features a new canopy for protection from the elements, lighted pathways and safety from noise and construction activity along Fruit Street and the Main Entrance, where construction is underway for the Building for the Third Century (B3C), a new, 530,000-square-foot clinical facility scheduled to be completed in 2011.

MGH staff and employees also should avoid using the Fruit Street sidewalk when entering and exiting the Francis H. Burr Proton Therapy Center. Patients and staff who have appointments or work at the Proton Center should use the Yawkey Path when traveling between the center and the Main Entrance. The only exception applies to MGH staff members transporting patients on stretchers to and from the Proton Center.


EMERGENCY
EMERGENCY AMBULANCE ENTRANCE
MAIN ENTRANCE
WANG ENTRAN
New Building Under Construction
Massachusetts Eye and Ear Infirmary
Fruit Street
BURR PROTON ENTRANCE
Fruit St. Garage
Taxi
Parkman St. Garage
Service Drive
N Grove Street
Liberty Hotel
Lobby
YAWKEY ENTRANCE
YAWKEY ENTRANCE
Yawkey Garage
Lawrence House
Resident Physicians House
Cambridge St
MBTA RED LINE CHARLES/MGH
Yawkey Path ▪▪▪▪▪▪▪▪▪
Covered Walkway ☐

"It's critical for people to use this new path to walk to and from the Yawkey or Proton centers and the Main Entrance," says Bonnie Michelman, director of MGH Police, Security and Outside Services. "It truly is not much longer, is completely safe, and most of it is covered with canopies. Using the old route along Fruit Street is extraordinarily dangerous given the construction and the hundreds of cars exiting the Fruit Street Garage hourly – often without great visibility. Because the north side of the Fruit Street sidewalk no longer will be available, pedestrians would be walking along the south side directly into the lanes of traffic at

(Continued on page 2)

Finding hope after violence

Clinicians are trained to heal, but providing care to refugee patients who have suffered extreme trauma – such as torture, sexual violence and other human rights violations – can be particularly complex. The enormity of the experience may seem overwhelming, and often there is a fear that the patient may never fully recover.

Fortunately, this is not the case. Richard F. Mollica, MD, MAR, member of MGH Psychiatry and director of the Harvard Program in Refugee Trauma (HPRT), has devoted his career to providing mental health services to this marginalized and vulnerable segment of society. Since the program's inception in 1981, Mollica and his colleagues have treated more than 10,000 survivors of mass violence and torture. Based in MGH Psychiatry, the HPRT is affiliated with the MGH Center for Global Health, and the program recently celebrated its 25th anniversary as well as the publication of Mollica's book, *Healing Invisible Wounds: Paths to Hope and Recovery in a Violent World.*

Mollica

Mollica stresses that it is the job of the mental health clinician to foster a traumatized patient's innate capacity for self-healing, something he believes all humans possess. To do so, the typical patient-clinician relationship must be shifted so that the patient becomes teacher and the clinician becomes the listener, "an act that is therapeutic for the storyteller and beneficial to the listener," according to Mollica. Also, the patient should perform some or all of three self-healing activities: work, altruism and spirituality. By re-engaging with society in these ways – through actions as well as clinical treatment – the patient sets a foundation for rebuilding his or her life or creating a new one.

Mollica reports that every patient he has treated has possessed some capacity for recovery through self-healing. "Violence, whether domestic abuse or genocide, is often associated with hopelessness," he says. "To know that a patient will recover, and to share this knowledge with them, creates hope where there was none before."

Grants highlight employee contributions

For MGH employees, there is nothing more important than striving to improve the quality of care patients and their families receive. However, at an organization such as the MGH, which relies on the work of tens of thousands of people daily, individual contributions sometimes are eclipsed by the progress of the entire institution. On Sept. 19, MGHers had the opportunity to celebrate their colleagues at the annual Making a Difference Grant program reception and poster display.

Sponsored by the MGH and the Massachusetts General Physicians Organization, the program provides awards of up to $5,000 to support employee-led pilot projects that improve service to staff, patients and families. This year, 21 projects received funding in four categories: worklife, education, waiting and comfort. Some of the projects piloted by grant recipients included "The Effect of Artwork on Patient and Staff Satisfaction," by members of White 9 Nursing; "Improving Diabetic Education for Inpatients," by the Diabetic Clinical Nurse Specialist Group; and "Comfortable Waiting for Radiation Treatment," by members of Bigelow 9 Nursing.

For more information or to request an application for the 2008 Making a Difference grants, contact Melanie Cassamas at (617) 726-1816 or *mcassamas@partners.org.* ●

– Yawkey Path

(*Continued from page 1*)

the garage and the Yawkey Center driveway. These decisions have been made with great care and thought, and we are asking all to comply with using this new route."

On Oct. 15, 17, 19 and 23, MGHers will have the opportunity to officially inaugurate the new route and take part in a series of kick-off events scheduled throughout the days. Members of the Thrive Team, the B3C operations group; MGH Nutrition and Food Services; and hospital administrators will be present along the path to hand out giveaways and snacks to pedestrians who use the route.

While the B3C is under construction for the next four years, the Yawkey Path will be the safest conduit for staff and employees walking between the Main Entrance and the Yawkey Center. For more information about the Yawkey Path, call Natalie Nguyen, administrative fellow, at (617) 726-4954; Denise Palumbo RN, MSN, executive director of Radiology and director of Operations for the B3C, at (617) 726-1667; or Bonnie Michelman at (617) 726-7979. ●

ALWAYS
Be an ACE
ALWAYS CAL STAT ENTERING & EXITING

– 90/90 compliance

(Continued from page 1)

staff members practice hand hygiene.

No assumptions are made by observers. For example, many patient care floors have Cal Stat dispensers inside patient rooms in addition to hallway dispensers. Staff caring for patients in these types of rooms may use Cal Stat appropriately while still inside the room, but it can be difficult for an observer to see. If the observer cannot determine that a staff member used Cal Stat, his or her actions are marked as "unknown" and do not affect the results. The observer must see a staff member fail to use to use Cal Stat after coming into contact with the patient or patient's environment before the action is marked as "nothing."

For more information about the bonus program, visit *intranet.massgeneral.org/ handhygiene.* For more information about the hand hygiene surveillance process, call the Infection Control Unit at (617) 726-2036. ●

In memoriam: Ruth M. Farrisey, RN

Ruth M. Farrisey, RN, a longtime MGHer and beloved and respected nursing pioneer, died Sept. 24 at a long-term care facility in Framingham. She was 90 years old.

Farrisey was a 1938 graduate of the MGH School of Nursing, a 1950 graduate of Simmons College and a 1953 graduate of the Harvard School of Public Health. She began her 34-year career at the MGH in 1950 as a public health liaison. Eventually, she became the executive officer of the MGH and Massachusetts Eye and Ear Infirmary Out-Patient Departments. In 1975, she was named associate director of Nursing in Ambulatory Care, a post she held until retiring in 1984.

Widely considered a nursing legend, Farrisey helped establish the nurse practitioner movement at the MGH – the second in the country. In 1961, Farrisey helped reorganize the nursing practice in the MGH Out-Patient Department so that nurses could provide comprehensive care to patients with chronic diseases. This was among the first nurse practitioner clinics within an outpatient practice, initiating a trend toward collaborative team care and an independent role for nurses in the ambulatory care setting.

"We are deeply saddened by the passing of our dear friend," says Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care and chief nurse. "Miss Farrisey was a true visionary thinker throughout her long career at the MGH. We credit her with helping to shape the modern nursing profession as we know it in many wonderful ways. Miss Farrisey was also instrumental in launching the MGH health care clinics long before community-based health care was the norm. The nurse practitioners who trained at the MGH significantly contributed to the start and ongoing success of these satellite health centers."

Contributions in Farissey's memory can be sent to the MGH Institute of Health Professions, Department of Nursing, Charlestown Navy Yard, 36 First Ave., Boston, MA 02129. A memorial service will be held at the MGH Chapel Oct. 17 at 2 pm.

Competitive wage and salary program continues

Thanks to another year of positive financial performance, the MGH again will offer employees a competitive wage and salary program for fiscal year 2008. The Massachusetts General Physicians Organization (MGPO) will follow a similar approach, with each practice responsible for making the compensation decisions based on the financial ability to participate.

The MGH wage and salary program will provide up to a 5 percent increase in pay for employees on their raise-effective date, funded at 3 percent. Employees who are above the maximum point of their pay range are eligible for a bonus of up to 3 percent on their raise-effective date, funded at 2 percent. A completed performance appraisal is required before any increase or bonus is processed.

"In the past year, we have seen tremendous progress in all aspects of hospital operations that could not have been achieved without the hard work and dedication of all our employees and staff," says Peter L. Slavin, MD, MGH president. "I'm proud to see the spirit of collaboration that is taking place in every department, every unit and every practice to reach this goal."

Any questions about the wage and salary program should be directed to employees' managers or supervisors.

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WHAT'S HAPPENING

CFD faculty development series

The MGH Center for Faculty Development (CFD) faculty development series will sponsor "Everything You Ever Wanted to Know About Finding and Hiring the Right Nannny" Oct. 11, from noon to 1:30 pm in the Yawkey Center, Room 10660. Marsha Epstein, president and founder of the American Nanny Company, will discuss strategies for finding the right nanny. For more information or to register, e-mail *cfd@partners.org* or call (617) 724-0818.

MGH photo contest

All MGH and Partners employees are invited to submit their photos to the MGH Photography Department's tenth annual amateur photo contest. Contestants may submit up to two photos and all entries should be in printed form (no slides or electronic files) and no larger than 8x10 inches, unmounted and unframed. Entry forms are available at the Photography Department. All entries must be submitted with a completed entry form by Oct. 16. From Oct. 23 through 30, submissions will be displayed in the first floor corridor between the Jackson and Bigelow buildings. Voting ballots and a ballot box will be available in the same location. Winners will be announced in the Nov. 2 issue of *MGH Hotline*. For more information, call (617) 726-2237.

Kirvilaitis Partnership in Caring Award

Nominations for the Anthony Kirvilaitis Jr. Partnership in Caring Award now are being accepted. The award recognizes nonclinical staff within Patient Care Services who exemplify reliability, responsiveness, creativity, assurance, collaboration and flexibility. The deadline for nominations is Oct. 19 at 5 pm. To submit a nomination or for more information, contact Tom Drake at *tdrake@partners.org* or (617) 726-9148.

MGH on the small screen

Staff members of MGH's Cardiac Surgery and Heart Failure teams will appear in a PBS documentary Oct 15 from 9 to 10 pm on WGBH Channel 2. The documentary, Part One of "The Mysterious Human Heart," features an MGH patient and her care at the hospital. For more information, visit *www.pbs.org/wnet/heart/episode1/index.html.*

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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MGH Public Affairs Office.

(617) 726-2206

Holiday planning seminar

The Partners Employee Assistance Program will offer "Planning for the Holidays on a Shoestring" Oct. 15 at CNY 149, Larry Martin Conference Room; and Oct. 18 in the Thier Conference Room. Both sessions will be held from noon to 1 pm. Amy Perry, consumer finance educator with Consumer Credit Counseling Services, will help participants plan for the holidays and stay out of debt. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Ernesto Gonzalez Award presentation

All members of the MGH community are invited to attend the presentation of the Ernesto Gonzalez Award for Outstanding Service to the Latino Community Oct. 9, from 5:30 to 7:30 pm in the Thier Conference Room. The award honors an MGH employee who has made significant contributions to improving the experience of Latino patients, families, visitors and employees within the MGH community.

Ether Day

The annual Ether Day celebration will be held Oct. 12, from 2 to 3:30 pm in the Bulfinch Tent. Ether Day honors employees for their length of service at the MGH. An invitation-only dinner for employees who have served the hospital for 20 or more years will be held Oct. 19 at the Boston Marriott Cambridge Hotel. For more information, e-mail *mghhrevents@partners.org.*

Mind body strategies seminar series

The Benson-Henry Institute for Mind Body Medicine will offer "Mind Body Strategies for Lowering Blood Pressure" Oct. 10, from 5:30 to 7 pm at 824 Boylston St., Chestnut Hill. Aggie Casey, RN, MS, will present. Pre-registration is required. For more information or to register, e-mail *mindbody@partners.org.*

Eldercare discussion group

The Partners Employee Assistance Program will host its monthly eldercare discussion group Oct. 16, from noon to 1 pm in the Yawkey Center, Room 7980. Topics covered will include caring for an older adult, normal aging and illness and advance directives. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Exercise and Obesity information table

In honor of National Physical Therapy Month, MGH Physical Therapy Services will host an "Exercise and Obesity" information table Oct. 10, from 11 am to 2 pm in the Main Corridor. Physical therapists will be available to discuss the positive effects of exercise on weight management. For more information, contact Amy Hanson at (617) 726-3023.

Senior HealthWise events

The Senior HealthWISE film series will screen "Jane Eyre" Oct. 10, from 1 to 3 pm in the Haber Conference Room. Registration is required. Senior HealthWISE also will offer an exercise class, "Fall Into Fitness," Oct. 11, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Registration is required. In addition, the program will offer a free flu clinic for seniors age 60 or older Oct. 15, from 1:30 to 3:30 pm in the West End Civic Association Community Room, One Emerson Place. For more information or event registration, call (617) 724-6756.

October 12, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Brown and Scadden elected to Institute of Medicine

Following a highly selective process that considers experts who have made major contributions to the advancement of the medical sciences, health care and public health, Emery N. Brown, MD, PhD, director of the Neuroscience Statistics Research Laboratory at the MGH and member of MGH Anesthesia and Critical Care; and David T. Scadden, MD, director of the MGH Center for Regenerative Medicine, have been elected to the Institute of Medicine (IOM) of the National Academies. The IOM is both a research and an honorary membership organization that works outside the framework of the government to provide advice on national issues relating to biomedical science, medicine and health. Brown and Scadden are among 65 new members elected this year. In addition, the institute elected four foreign associates.

Election to the IOM is considered one of the highest honors in the fields of medicine and health. Brown and Scadden join their IOM peers representing a broad range of fields from the health, natural, social and behavioral sciences; law; administration; engineering; and the humanities.

Collectively, members of the IOM serve as a national resource for unbiased, evidence-based and authoritative information and advice concerning health and science policy to policymakers, professionals, leaders and the general public. Members commit to serve on IOM committees, which engage in a diverse range of studies on health policy issues. ●

Brown

Scadden

MGH midwives dedicated to mother and baby

The word "midwife" may conjure thoughts of bygone times, but today midwives are an integral segment of the professionally trained workforce that cares for women through pregnancy and delivery. The Midwifery Practice at the MGH's Vincent Obstetrics and Gynecology Service was established in 1994 and currently includes 15 certified nurse midwives (CNMs) who oversee up to one-third of all the deliveries at the MGH.

Trained to care for women throughout their reproductive life cycles, CNMs at the MGH work in collaboration with obstetric and gynecology specialists and maternal fetal medicine physicians. All are licensed advanced practice nurses who are educated and certified in the two disciplines of nursing and midwifery and have passed a nationally accredited educational program and the American Midwifery Certification Board exam.

To help educate the MGH community about the important roles midwives play at the MGH, several activities were held during National Midwifery Week, which was celebrated Oct. 7 to 13. Among the activities for MGHers, patients and visitors were a poster display featuring midwifery at the MGH and its health care centers in Chelsea, Revere and Charlestown and an information table with pamphlets, posters and a video in English and Spanish describing the work of midwives. The MGH midwives were on hand at the table to answer questions and promote the use of midwives for healthy women.

On Oct. 19, more than 200 midwives from Massachusetts will gather in Burlington to celebrate 30 years of midwifery, and in May 2008, approximately 1,500 midwives from across the country will convene in Boston for the 53rd annual meeting of the American College of Nurse-Midwives.

For more information about midwifery services at the MGH, visit *www.massgeneral.org/vincent*.

From left to right, MGH midwives: Sherrin Langeler, Barbara Curtis, Pauline Ratta, Kim Deltano, Christina Zannieri, Amy Smith, Angela Ferrari, Nancy Mysliwy, Amelia Henning, Autumn Cohen, Christiani Guerrero-Gatto, Dana Cvrk, Julia Battel and Marie Henderson

Advancing educations with AMMP

Back row, from left, Wu, Rosa and Reid-Veress.
Front row, from left, Lampkin, Jones, Cupid and Boone

A dedicated group of MGHers were applauded for their commitment to pursuing their educational goals as they were named recipients of scholarships from the Association of Multicultural Members of Partners (AMMP). The AMMP scholarship program awards up to $1,000 to employees of the MGH, Partners HealthCare and Spaulding Rehabilitation Hospital to help recipients obtain education and training to broaden their careers in health care. The 2007 recipients are Patricia Boone, Janene Cupid, Constance Cunha, Thanh Huibers, Kirk Jones, Barbara Lampkin, Anita Melton, Melinda Reid-Veress, Angelina Rosa and Lin Wu. Lampkin and former AMMP member Candace Burns, previously of MGH Human Resources, also were acknowledged for their outstanding contributions to the organization.

During the Sept. 14 awards ceremony, Jeff Davis, senior vice president for Human Resources, commended the organization for its dedication to creating bright futures through the scholarship program. "There's no greater gift to give people than providing them support for education," he said. "This scholarship program is one of AMMP's most valuable activities."

That assessment rang true for Waveney Cole, a staff assistant for MGH Patient Care Services, who shared her experiences as a 2005 scholarship recipient. "In the fall of 2004, when I was five months pregnant, I enrolled in a health care management program at Newbury College," she said. "That semester I signed up for three classes. Prior to this I had not been in a classroom in 22 years. It was very challenging, but I did not give up, and I am currently in my third year of college. I am confident that with my commitment to succeed, and with the continued support of AMMP and the MGH community, I will accomplish my goals."

For more information about AMMP, visit *www.massgeneral.org/ammp.* ●

Celebrating women in medicine

The many contributions women have made to the field of medicine were celebrated as the MGH marked Women in Medicine Month in September. On Sept. 17, the hospital hosted guest speaker Susan Hockfield, PhD, the first female president of the Massachusetts Institute of Technology (MIT) and the first life scientist to lead the institution. During her presentation, "Prospects for Innovation: Opportunities and Challenges Ahead," Hockfield discussed the future of innovation, describing essential areas for investment and exploration and highlighting the role academic research centers like the MGH could play in this process. She also shared thoughts about the importance of the MGH and other institutions continuing to recruit and develop a diverse pool of talented researchers and innovators.

Hockfield

Hockfield's presentation was sponsored by the MGH Office for Women's Careers (OWC) under the auspices of the MGH Center for Faculty Development. The center strives to facilitate career advancement of women faculty at the MGH by increasing retention and job satisfaction as well as supporting growth in the number of women faculty receiving academic and leadership promotions. For more information about the OWC, visit *www.massgeneral.org/faculty development/owc/index.html.*

Ether Day 2007

15
MGH
1811
MGH
1811

October 12

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service. On Oct. 12, the following employees will be recognized for their years of service to the hospital community.

FOR SIXTY YEARS

Morton Swartz, Infectious Disease Unit

FOR FIFTY-FIVE YEARS

Joseph Blanchard, Operating Room Administration
John Constable, Surgery
W. Hardy Hendren, Surgery
Peter Sifneos, Psychiatry

FOR FIFTY YEARS

George Baker, Bulfinch Medical Group
Agnes Flaherty, Operating Room Administration
William Harris, Orthopædics
William McNeely, Medicine
Robert Ojemann, Neurosurgery
Dwight Robinson, Rheumatology
Earle Rosenberg, Oral & Maxillofacial Surgery
In Memoriam: Peter Yurchak, Medicine

FOR FORTY-FIVE YEARS

Cheryl Aucoin-Norton, Administration
Jo Benjamin, Nursing
Verne Caviness, Neurology
Cecil Coggins, Nephrology
Claire Farrell, Nursing
Carol Ghiloni, Nursing
John Harthorne, Cardiology Division
James Lehrich, Neurology
Michael Margolies, Surgery
Robert Moellering, Medicine
William Otto, Radiology
Philip Salib, Orthopædics
Martin Wohl, Rheumatology

FOR FORTY YEARS

Robert Ackerman, Radiology
Daniel Ballantine, Buildings and Grounds
Marie Bennett, Neurology
David Brewster, Surgery
Betty Burns, Chelsea HealthCare Center
John Burns, Orthopædics
Edwin Cassem, Psychiatry
George Chappell, Blood Donor Center
Alexandra Chrzanowski, Cardiology Division
Elizabeth Coughlin, Radiology
George Davis, Nursing
James Dineen, Bulfinch Medical Group
Robert Donoff, Oral & Maxillofacial Surgery
Elizabeth Dooling, Neurology
Leon Eisenberg, Psychiatry
Peter Elias, Health Information Services

Morton N. Swartz, MD, 60 Years

Morton Swartz, MD, earned his undergraduate degree from Harvard College in 1941 and his medical degree from Harvard Medical School (HMS) in 1947. Swartz came to the MGH for his internship in 1947, completed his residency in Medicine in 1950 and served as chief resident from 1953 to 1954. He also served as a hospital corpsman in the U.S. Navy from 1943 to 1944 and as a first lieutenant in the U.S. Army Medical Corps from 1951 to 1953. He completed postdoctoral fellowships in biochemistry at John Hopkins University and Stanford Medical School. Swartz served in several leadership and academic roles while at the MGH as professor of Medicine at HMS since 1973 and as chief of the Infectious Disease Unit from 1956 to 1990. His research has included investigations of antimicrobial resistance in bacteria, DNA gyrase, endocarditis, osteomyelitis, meningitis and other central nervous system infections. Swartz also has had many leadership roles at prestigious organizations outside of the MGH, having served as a member of the Institute of Medicine of the National Academy of Science and served as associate editor of the *New England Journal of Medicine* from 1981 to 2002. He was selected as chairman of the Board of Scientific Counselors of the National Institute of Child Health and Development and has been a member of the Albert Lasker Award in Medical Science jury. He also served on the Board of Governors of the American Board of Internal Medicine from 1979 to 1985. He is the recipient of many awards and honors including the Bristol Award of the Infectious Diseases Society of America and its Society Citation in 2003. He is a master of the American College of Physicians and in 1989 was the recipient of its Distinguished Teacher Award in 1989.

He is the author of 300 publications on infectious disease, microbiology biochemistry and internal medicine and co-edited an annual series in *Infectious Disease* (Current Clinical Topics in Infectious Disease) from 1980 to 2002.

Leonard Ellman, Hematology/Oncology
Michael Goldfein, Pediatric Service
Maury Goldman, Allergy/Immunology Unit
Rose Guanci, Cardiology Division
Arne Halvorsen, Buildings and Grounds
Eleanor Hanna, Psychiatry
Gary Hart, Buildings and Grounds
Rosemary Jaromin, Pathology
Demetreos Lambrenos, Buildings and Grounds
Carole Lyons, Trauma Service Administration
Michael McGonagle, Radiology
Elliott Miller, Anesthesia
Michael Murphy, Psychiatry
Elisabetta Paci, Chemistry
Dinesh Patel, Orthopædics
Clare Swan, Nursing
Stanislaw Szyfelbein, Anesthesia
Mildred Taylor, Nutrition and Food Services
Pearlie Traylor, Surgery
Marsha Watson, Nursing

FOR THIRTY-FIVE YEARS

Marie Allien, Nursing
Christos Athanasoulis, Radiology
William Beardslee, Psychiatry
Jonathan Borus, Psychiatry
Ieva Broks, Nursing
Rochelle Butler, Internal Medicine
Audrey Byrne, Blood Transfusion
Charles Carl, Psychiatry
Margaret Carolan-Bolognese, Charlestown HealthCare Center
Rita Casoni, North End Community Health Center
Patricia Cerar, Nursing
Sally Cheffy, Admitting Services
Noah Choi, Radiation Oncology
Cecilia Coley, Nursing
Joan Connerty, Internal Medicine
Jeffrey Cooper, Biomedical Engineering
John Correia, Radiology
Eleanor Cotter, Anesthesia
Kenneth Davis, Radiology
Matthias Donelan, Surgery
Dorothy Donovan, Nursing
Robert Droste, Nursing
Sherman Eisenthal, Psychiatry
Joshua Felder, Nutrition and Food Services
Catherine Fletcher, Nursing
Sylvia Gioulis, Nursing
Stephen Gormley, Buildings and Grounds
Ronald Greene, Nursing
Jacqueline Gross, Nutrition and Food Services
James Groves, Psychiatry
Debera Grzybek, Pathology
Elizabeth Harmon, Pharmacy
Bette Ann Harris, MGH Institute of Health Professions
Tony Hawkins, Materials Management
Niall Heney, Urology
Fred Hochberg, Neurology
Donald Kaufman, Hematology/Oncology
Sally Keck, Cardiology Division
David Keith, Oral & Maxillofacial Surgery
Donald Lans, Chemistry
Robert Leffert, Orthopædics
Richard Liberthson, Pediatric Service
Maria Luongo, Nephrology
Kevin Lynch, Blood Donor Center
Celine Mani, Nursing
Henry Mankin, Orthopædics
Catherine Mannix, Nursing
Theo Manschreck, Psychiatry
Melanie Miller, Radiology
Kathryn Moulaison, Main Operating Room
Esther O'Dette, Hematology/Oncology
Angela Rais, Radiology
Bernadette Reilly-Smor, Nursing
Susan Riese, MassGeneral Hospital *for* Children
Linda Roth, Nursing
Michael Sarno, Nursing
Michael Scarpelli, Cardiology Division
Robert Schneider, Anesthesia
Lawrence Selter, Psychiatry
Donald Smith, Nursing
Arthur Sober, Dermatology
Janet Spiers, Blood Transfusion
Mary Theroux, Nursing
Xenia Toney, Hematology/Oncology
Carol Trahan, Orthopædics
Susan Tully, Nursing
Kathleen Ulman, Psychiatry
Grace Vargus, Main Operating Room
Elizabeth Viano, Main Operating Room
Monika Walker-Merzier, Nursing
Sara Wessinger, Orthopædics
Joanne Wooldridge, Primary Care
Isabel Yoder, Radiology

FOR THIRTY YEARS

Philip Amrein, Hematology/Oncology
Thomas Aretz, Pathology
John Armour, Radiology
Wendylee Baer, Nursing
Viola Baker, Nursing
Salvatore Basta, Anesthesia
William Belyea, Buildings and Grounds
Immacula Benjamin, Nursing
Linda Bishop, Pediatric Service
Vincent Bonaventura, Buildings and Grounds
Lawrence Borges, Neurosurgery
Joan Braccio, Nursing
Marybeth Bronson, Chelsea HealthCare Center
Nancy Brown, AIDS Research Center
Robert Brown, Neurology
Alan Burns, Radiology
Leila Carbunari, International Patient Center
Cheryl Carlson, Radiology
Michael Cauley, Psychiatry
Margaret Caulfield, Main Operating Room
Ginger Chappell, Psychiatry
Myrtle Chase-Powers, Obstetrics and Gynecology Service
Herbert Cooper, Medicine
James Corbett, Buildings and Grounds
Andrew Corcoran, Chemistry
Dorothy Correia, Radiology
Marie Curcio, Reproductive Endocrinology
Thomas Curtin, Radiology
Michael D'Ambra, Anesthesia
Nancy Delaney-Perry, Bulfinch Temporary Service
Isabelle Dello Iacono, Charlestown HealthCare Center
Joseph Dibenedetto, Radiology
Carolynn DiRienzo, Orthopædics
Sandra Distaso, Nursing
Jane Dreskin, Psychiatry
Suzanne Drummy, Surgery
Luc Dumornay, Environmental Services

Joseph H. Blanchard, 55 Years

Joe Blanchard began working at the MGH in 1952 in the Dietary Department – now Nutrition and Food Services – where he worked in what was called the MGH "food store." With hard work and dedication, Blanchard was promoted to manager in the food store two years later. While working in Dietary, Blanchard received additional training and education under the GI Bill. He had worked in the food store for 13 years when he was then offered a job in the Purchasing Department as a buyer. He was promoted to a Purchasing agent in 1977, buying medical supplies, stationary, X-ray equipment and other supplies. He worked in Purchasing up until his "retirement" on July 1, 1994, but his retirement didn't last long. He was asked by his supervisor if he could return to the hospital in January 1995 to work part-time in the Surgical Processing Department, where he still works today.

Ellen English, Emergency Services
Kathy Evans, Nursing
Geraldine Flynn, Neurosurgery
Junior Forde, Nutrition and Food Services
Maudeline Forrester, Nursing
Randall Gaz, Surgery
Stuart Geller, Radiology
Leo Ginns, Pulmonary
Anthony Govan, Environmental Services
Catherine Griffith, Nursing
Mary Guanci, Nursing
Mary Ellen Halliwell, Microbiology
David Harmon, Hematology/Oncology
Garner Haupert, Nephrology
Arthur Hogan, Buildings and Grounds
Eileen Jones, Nursing
Daran Jones Young, Bulfinch Medical Group
Lesley Kaufman, General Store
Ronald Kleinman, Pediatric Service
Mary Kraft, Anesthesia
Patricia Lally, Nursing
Patricia Lawlor, Nursing
Patricia Livingstone, Nursing
David Lovejoy, Orthopædics
Mary Lowe, Nursing
Mary Macleod, Nursing
Jane Maiorana-Kelley, Nursing
Madelyn Mars, Surgery
Patricia Martin-McBride, Cardiology Division
Maureen Mccarthy, Radiology
Sharon Melanson, Neurology
Susan Morash, Nursing
Mary Muldoon, Revere HealthCare Center
John Munzenrider, Radiation Oncology
Joan Murphy, MassGeneral Hospital for Children
Kathleen Murray, Charlestown HealthCare Center
Barbara Nath, Gastrointestinal Unit
Patrice Nicholas, MGH Institute of Health Professions
Nancy Obrien, Nursing
Karen Oesterle, Internal Medicine
Elaine Ohare, Nursing
Kathleen Otoole-Davis, Medical Walk-In Unit
Judy Pagliarulo, Nursing
Marion Parker, Nursing
Barbara Pellegrini, Anesthesia
Edward Penttila, Buildings and Grounds
William Putnam, Chemistry
Ann Rinaldi, Nursing
Patricia Rivers, Nursing
Anthony Rizza, Buildings and Grounds
Stephen Romansky, Psychiatry
Lynne Roper, Nursing
Douglas Ross, Endocrine Unit
Marina Russo, Transplant Surgery
Joseph Santoro, Pharmacy
Nancy Sartorelli, Nursing
Amanda Savage, Orthopædics
Julia Shea, Case Management
Susan Shea, Surgery
John Sheehan, Radiology
Paul Shellito, Surgery
John Siliski, Orthopædics
Colleen Snydeman, Nursing
Joan Stack, Nursing
Frederick Stoddard, Psychiatry
Eddie Sturgis, Nursing
William Tabb, Radiology
Frank Tino, Buildings and Grounds
Robert Uvello, Buildings and Grounds
Leonard Wasileski, Radiation Oncology
Donna Wheeler, Obstetrics and Gynecology Service
Debra Whitaker, Nursing
Donna Wolfrum, Nursing
Roni Woods, Nursing
Carol Wool, Psychiatry
Pamela Wrigley, Nursing
Robert Young, Pathology
Celina Zaniewski, Pulmonary
Rita Zollo, Neurology

FOR TWENTY-FIVE YEARS

Tina Abate, North End Community Health Center
Kathleen Abbott, Endocrine Unit
Maria Alexander-Bridges, Diabetes Unit
Lorraine Allan, Nutrition and Food Services
Ana Andrade, Case Management
Elizabeth Andrews, Nursing
Susan Atamian, CCMU
Meredith August, Oral & Maxillofacial Surgery
Frederick Ausubel, Molecular Biology
Gail Badolato, Nursing
Nancy Barletta, Materials Management
Jerene Bitondo, Surgery
Kathleen Boyle, Nursing
Darryn Brodie, Main Operating Room
Karen Brown, Nutrition and Food Services
J. Robert Buchanan, Medicine
Katherine Bunszell, Nursing
Diann Burnham, Office of Patient Advocacy
Mary Calabro, Nursing
Virginia Capasso, Clinical and Professional Development
Theresa Capodilupo, Nursing
Dulce Cardona-Rivera, Materials Management
Loretta Cardone, Radiology
Tammy Carnevale, Case Management
Bonnie Carroll, Dermatology
Albert Carter, Nutrition and Food Services
Linda Cataldo, Radiology
Margaret Chernaik, Nursing
Joanne Clegg, Nursing
Elizabeth Coggins, Molecular Biology
Jeanne Cotter, Nursing
Didier Cros, Neurology
Karen Curelli-Nahill, Nursing
Maureen Daher, Cardiology Division
Maureen Daley, Nursing
Mary Ann D'Amato, Medicine
Carol Danner, MassGeneral Hospital for Children
Janet Dauphinee Quigley, Nursing
Linda Delgado, Dermatology
Kathryn Devaney, Gastrointestinal Unit
Rita Devlin, Nursing
Linda Dinius, MassGeneral Hospital for Children
Nellie Dixon, Nutrition and Food Services
Terry Doherty, Nursing
Anngray Doig, Main Operating Room
Maureen Donovan, Nursing
Stephen Dragotakes, Radiology
Patricia Driscoll, Bulfinch Temporary Service
Linda Durham, Surgery
Sheila Elledge, Nursing
Lorraine Ellis, Nursing
Anne Fishel, Psychiatry

John D. Constable, MD, 55 Years

John Constable, MD, recently retired from the surgical practice of Plastic and Reconstructive Surgery, taking care of his last patients at the Shriner's Burns Hospital with which he has been associated since the hospital was founded. Before retirement, he was a senior surgeon at the MGH and associate clinical professor at HMS. He has been very active in international surgery for all of his clinical years of practice and has made many visits to countries such as Newfoundland, Egypt and Vietnam. In Vietnam, Constable was deeply involved in the initial evaluation of the adverse effects of the military use of herbicides, especially Agent Orange, on the environment and human health. For this work, he was awarded the Order of Friendship by the Vietnam government and recently was recognized by the establishment of an International Traveling Fellowship named in his honor by the American Association of Plastic Surgeons. Outside of his medical practice, he has been extensively involved in natural history and conservation and, with his wife Sylvia, has traveled frequently for the Harvard Museum of Natural History.

Barbara Gagne, Main Operating Room
Jane Galley-Reilley, Transplant Surgery
Marilyn Gammon, Nursing
Edith Geringer, Psychiatry
Muriel Gillick, Medicine
Doreen Godes, Main Operating Room
Dorothy Goods, Urology
Yvonne Gordon, Pharmacy
Karen Graham, Pathology
Kathleen Gray, Nursing
Carol Gurski, Protocol Office Administration
Lorraine Guthrie, Nursing
Peter Hahn, Radiology
Maureen Hall, Nursing
Emily Handler, Cardiology Division
Catherine Harris, Nursing
Tayyaba Hasan, Dermatology
Dianne Heislein, Nursing
Lisa Henderson, Nursing
Lynne Hermosilla, Dermatology
Diane Ho, Cancer Center
Gary Holman, Surgery
William Hurford, Anesthesia
Patricia Irgens, Radiation Oncology
Gracelyn Ischia, Nursing
Esther Israel, Pediatric Service
Kathleen Jackson, Nursing
Stephen Jenkins, Pediatric Service
Barbara Jones, Nursing
Bruce Kalow, Pediatric Service
Christine Kane, Nursing
Patricia Kane, Nursing
Karen Keane, Blood Transfusion
Peter Kelsey, Gastrointestinal Unit
Janet Kimbrough, Nursing
Frederick Koerner, Pathology
Jacqueline Lally, Case Management
Kathryn Leva, Blood Transfusion
Joan Lovett, Nursing
Joan Lynch, Nursing
Joren Madsen, Surgery
Maryjane Martin, Radiology
Elizabeth Martins, Nursing
Steven Mason, Respiratory Care
Annmarie McAuley, Registrar's Office
Lynne McCusker, Nursing
Charles McKenna, Emergency Services
Brian McKernan, Blood Transfusion
Kathleen McKool, Cardiology Division
Ida Meister, Nursing
Theresa Michel, MGH Institute of Health Professions
Gregory Moulton, Radiation Oncology
Kathleen Mullen, Nursing
J. Michael Murphy, Psychiatry
Jane Murphy, Psychiatry
Karen Murphy-Lind, Charlestown HealthCare Center
Ellen Nash, Cardiology Division
Rasma Niedra, CCIB
Harriet Nugent, Nursing
Lorna O'Connell, Nursing
James O'Connell, Medicine
Deborah Osborne, Main Operating Room
Eileen O'Sullivan-Yameen, Nursing
Renuka Patel, Clinical Pathology
Cherie Pensoneault, Nursing
Michele Pepin, Nursing
David Pincus, Anesthesia
Richard Plati, Chemistry
Mark Pollack, Psychiatry
Colin Powell, Health Information Services
Frederic Preffer, Pathology
Sandra Pugsley, Nursing
Paula Rauch, Psychiatry
Wendy Renda, Nursing
Bethyl Rose, Hematology/Oncology
Lenora Rose, Pathology
Bruce Rosen, Radiology
Kathleen Roy, Nursing
Cheryl Ryan, Nursing
Rose Santosuosso, Case Management
Robert Savage, Surgery
Doris Scally, Surgery
Elizabeth Schneider, Treadwell Library
Beverly Scott, Nursing
Brian Seed, Pediatric Service
Margaret Shaw, Nursing
Pamela Smith, Main Operating Room
Victoria Sova, Cardiology Division
Alice Sullivan, Nutrition and Food Services
Kathleen Sullivan, Main Operating Room
Laura Sullivan, Gillette Center
Paul Summergrad, Psychiatry
Sandra Sweetnam, Revere HealthCare Center
Michele Szabo, Anesthesia
Laurel Tenney, Nursing
Boyd Thompson, Medicine
William Timmins, Materials Management
Lisa Vassallo, Urology
Eileen Wall, Nursing
Marilyn Watkins, Managed Care Operations & Analysis
Jeffrey Weilburg, Psychiatry
Patricia White, Nursing
Mary Wilson, Nursing

FOR TWENTY YEARS

Steven Ablon, Psychiatry
Judith Adams, Reproductive Endocrinology
Suzanne Algeri, Nursing
Janet Allen, Chelsea HealthCare Center
Carol Allfather, Pediatric Service
Steven Atlas, Internal Medicine
Laura Barron, Psychiatry
Ingrid Beckles, Nursing
Christine Benoit, Nursing
Marianne Benoit, Nursing
Jean Bernhardt, North End Community Health Center
Denise Bernier, Microbiology
Maryelizabeth Bilodeau, Trauma and Burns Service
Marva Bodden-Carr, Police, Security and Outside Services
Cynthia Boivin, Anesthesia
Pierre Borczuk, Emergency Services
David Borsook, Radiology
Jean Boursiquot, Buildings and Grounds
Shannon Brady, Nursing
Andrea Brown, Nephrology
Carlton Brown, Buildings and Grounds
Bradley Buchbinder, Radiology
Bruce Bunnell, Pediatric Service
Meg Buotte, Case Management
William Butler, Neurosurgery
Linda Cahill, Nursing
Sheila Cann, Thoracic Surgery

W. Hardy Hendren, MD, 55 years

William Hardy Hendren, MD, graduated from Harvard Medical School (HMS) in 1952.

After surgical training at the MGH and the Boston Children's Hospital, he was instrumental in developing the MGH Division of Pediatric Surgery. In 1982, he was appointed chief of Surgery at Boston Children's Hospital and later became the Robert E. Gross Professor of Surgery at HMS.

He has been president of the New England Surgical Society, the Boston Surgical Society, the Massachusetts Chapter of the American College of Surgeons, the American Pediatric Surgical Association and the Society of Genitourinary Reconstructive Surgeons. He also was vice president of the American College of Surgeons. Hendren was awarded honorary membership in numerous foreign societies, including the Royal College of Surgeons of both Ireland and England. Medals awarded to Hendren include the Bigelow Medal of the Boston Surgical Society, the William E. Ladd and the Urology Medals of the American Academy of Pediatrics, and the Valentine Medal of the New York Academy of Medicine. Hendren currently holds appointments as visiting surgeon at the MGH, chief of Surgery *Emeritus* at Children's Hospital and Distinguished Robert E. Gross Professor of Surgery at HMS.

Barbara Carey, Nursing
Linda Carroll, Respiratory Care
Frank Casaletto, Buildings and Grounds
Julianne Casieri, Nursing
Paula Chamberlin, Chemistry
Yee Chan-Au, Admitting Services
Ralph Christie, Nursing
Diane Cocca-Spofford, Cardiology Division
Laura Collier, Anesthesia
Claudia Comerford, Pathology
Nuala Conroy, Nursing
Robert Cooke, Buildings and Grounds
Margaret Corliss, Cardiology Division
Robert Coulter, Radiology
Laura Crain, Psychiatry
Carmen Cruz, Chelsea HealthCare Center
Alice Curnin, Social Services
Brenda D'Alessandro, Nursing
Maureen Daly, Main Operating Room
Sharon Darak, Nutrition and Food Services
Joanne Davis, Case Management
Philip Davis, Gastrointestinal Unit
Susan DeCoste, Dermatology
Dean Donahue, Surgery
Joan Donahue, Nursing
Daniel Doody, Surgery
Gregory Doyle, Administration
Amanda Droste, Trauma and Burns Service
George Ebert, Radiology
Alice Edmonds, Nursing
William Elmore, Pharmacy
Mary Emanuele, Nursing
Sabrina Federico, Nursing
Maria Ferrusi, North End Community Health Center
Nancy Ferullo, Podiatry
Diane Fingold, Internal Medicine
Kathryn Finni, Nursing
Patricia Flaherty, Transplant Surgery
Laureen Flanagan, Nursing
Karen Flynn, Radiology
Kevin Foley, Respiratory Care
Paula Forget, Blood Transfusion
Sandra Formica, Nursing
Gina Fox, Nursing
Barbara Foy, Nursing
Claire Fung, Radiation Oncology
Elaine Gaffney, Nursing
Barbara Gallagher, Nursing
Joan Gallagher, Nursing
Janet Gallant-Chambers, Nursing
Martha Garlick, Physical and Occupational Therapy Services
Jonathan Gertler, Surgery
Robert Gervet, Materials Management
Nancy Giese, Nursing
Patricia Gill, Nursing
Mark Girard, Radiology
Mark Goldberg, Radiology
Teresa Goodrich, Health Information Services
Sylvia Gordon, Revere HealthCare Center
Kevin Grace, Surgery
Fiona Graeme-Cook, Pathology
Valerie Grande, MGH Institute of Health Professions
Kelley Grealish-Kelly, Nursing
Sandra Greene, Nursing
Karen Griffin, Nursing
Andrea Gwosdow, Endocrine Unit
Susan Harkins-Cooney, Nursing
Elizabeth Hedberg, Obstetrics and Gynecology Service
Kristy Hendricks, Pediatric Service
Mary Hennessey, Nursing
Margaret Hickey, Main Operating Room
Kenneth Highland, Materials Management
Jean Hill, Cancer Center
Colleen Hoffman, Microbiology
Sven Holder, Pathology
Milena Horak, Neurosurgery
Fu-Mei Huang, Pathology
Jane Hubbard, GCRC
Jeannine Hughes, Radiology
Karen Hulse, Blood Transfusion
Ik-Kyung Jang, Cardiology Division
Marie Jean-Mary-Thomas, Nursing
Drina Jette, Nursing
Herbert Johnston, Buildings and Grounds
Fernando Jose, Buildings and Grounds
Lisa Joseph, MassGeneral Hospital *for* Children
Paula Kaltofen, Gastrointestinal Unit
Linda Kane, Social Services
Sybil Kennedy, Treadwell Library
Viby Kerr, Nursing
Erin Kittell, Nursing
Meeghan Kummer, Nursing
Yin Lee, Operating Room Administration
William Lemos, Microbiology

Peter Sifneos, MD, 55 Years

Peter Sifneos, MD, was born in Greece but received his education in France until he fled the Nazi-occupied country to the United States. He continued his education at MIT, Harvard University and graduated from Harvard Medical School (HMS) in 1946. He completed his residency at McLean and the MGH from 1950 to 1953.

He served in the U.S. Army as a psychiatrist for three years in Germany and returned to the United States to become a psychoanalyst, conducting research in psychosomatic medicine and teaching HMS students. From 1977 to 2004, Sifneos practiced at the MGH as a staff psychiatrist.

He is the author of numerous articles for academic journals and several books on the topic of psychotherapy. In 1991, Sifneos was appointed as professor *emeritus* at HMS.

He continues to practice in the Department of Psychiatry as an honorary psychiatrist since 2004.

William Lipnoski, Transportation Services
Lorenzo Lopez, Environmental Services
Ange-Merry Louis, Rheumatology
David Louis, Pathology
Kathleen Lynch, Nursing
Patricia Lynch, Admitting Services
Deborah Lynch-Roden, Nursing
Janet Lyons, Radiology
Jeanne Macisaac, Main Operating Room
Donna Maloney, Nursing
David Maria, Nursing
Margaret Marley, Nursing
Thomas Mauceri, Radiation Oncology
Suzzette McCarron, Pediatric Service
Suzanne McCarthy, Main Operating Room
Karen McDonough, Nursing
Lois McGhee, Pharmacy
Kim McHugh, Radiology
Barbara McLaughlin, Case Management
Sharon McLaughlin, Charlestown HealthCare Center
Nancy McMullon, Nursing
Oreste Merome, Nutrition and Food Services
Elizabeth Merriam, Nursing
Timothy Meuse, Buildings and Grounds
Gwendolyn Mitchell, Gillette Center
Gloria Moran, Main Operating Room
Annette Mullen, Nursing
Thomas Mulvey, Nursing
Kevin Murphy, Pathology
Mariette Murphy, Pediatric Service
Patricia Murphy, Nursing
Jean Murray, Nursing
Laura Naismith, Nursing
Jean Nelson, Nursing
Andrzej Niemierko, Radiation Oncology
Michele O'Leary, Nursing
Norine O'Malley-Simmler, Nursing
Sandra Palladino, Nursing
William Palmer, Radiology
Anne Papajiannis, Case Management
Yolene Paris, Nursing
Firdosh Pathan, Pharmacy
Linda Pelletier, Urology
Carol Perrone, Nursing
Benjamin Perry Jr., Main Operating Room
Rudolph Peters, Materials Management

Laurie Petrovick, Trauma Service Administration
Huong Pham, Radiation Oncology
Janis Piazza, Professional Billing Office
Michael Picard, Cardiology Division
Susan Ponsetto, Neurology
Susan Pundt, Nursing
Cynthia Rappa, Nursing
Judy Rieker, Surgery
Barbara Roberge, Senior Health
Jesse Roberts, Anesthesia
David Romagnoli, Surgery
Donna Romano, Neurology
Hermann Romelus, Nursing
Laurence Ronan, Internal Medicine
Daniel Ryan, Surgery
Alan Schneyer, Reproductive/Endocrine
Catherine Scieszko, Main Operating Room
Maureen Seluta, Radiology
Debbianne Shahidi, Nursing
Karen Shamma-Horak, Cancer Center
Elizabeth Shapiro, Psychiatry
Gretchen Shubrooks, Administration
Linda Shuman, Nursing
Donna Silva, Hematology/Oncology
Karen Silva, Medicine
Phyllis Silverman, Psychiatry
Bryant Simmons, Main Operating Room
Diwan Singh, Professional Billing Office
Patricia Smith, Chemistry
Roger Snow, Medicine
Frank Soldo, Development and Major Gifts
Lisa Solomon, Psychiatry
Maria Sousa, Nursing
Madeleine Spadea, Main Operating Room

George P. Baker, MD, 50 Years

George Baker, MD came to the MGH in 1957 as a medical intern.

In 1962, after completing his residency and two fellowships, he joined the medical staff as a general internist. In 1964, he became a founding member of the Hypertension Clinic and started the Renal Dialysis Program. He served as the program's director for the first decade. Also in 1964, he became the senior medical physician of the newly established MGH Renal Transplant Program.

In 1983, he joined the MGH Administration as an associate general director for Medical Affairs. Prior to the merger of Blue Cross and Blue Shield in the late 1980s, he became a member of the Executive Committee of the Board of Directors of Blue Cross.

In 1989, he became the associate general director for Medical Affairs. Throughout his career at the MGH, Baker has held several leadership roles, lending his expertise in areas such as health policy, health care finance, physician practice organizations and physician compensation. Baker was the founding chairman of the Utilization Review Committee and was a member and occasional associate chairman of the MGH's General Executive Committee. He has chaired committees that have examined areas such as informed consent, emergency services, gynecologic services, AIDS policy, the development of same-day admissions and more recently, computerized physician order entry systems and quality assurance.

Lillie Spriggs, Nursing
Christine Stevens, Diabetes Research
Daryld Strick, AIDS Research Center
Mary Sullivan, Nursing
Diane Symmes, Nursing
Marsha Tennis, Neurology
Karen Tierno, Nursing
Michael Tobey, Nursing
Eunice Torres, Pathology
Rechelle Townsend, Nursing
Kathleen Traynor, Cardiology Division
Robert Tyszkowski, Nephrology
Simone Verelien, Nursing
John Vetrano, Pharmacy
Cesareo Villa, Nursing
Carlos Villegas, Operating Room Administration
Colleen Vontzalides, Radiology
H. Shaw Warren, Pediatric Service
Tracy Waterhouse, Main Operating Room
Catherine Weaver, Nursing
Tracy Webb, Nursing
Ronald Weinberg, Health Information Services
Denise Whall-Strojwas, Gillette Center
Robert White, Police, Security and Outside Services
Susan Whitney, Nursing
Geneva Wilkinson, Nursing
Wendy Wornham, Pediatric Service
Janice Wright, Radiology
Michael Yaremchuk, Surgery
B. Robert Young, Pharmacy
Cynthia Zadai, MGH Institute of Health Professions
Karen Zoeller, Nursing

FOR FIFTEEN YEARS

Nancy Aaron, Cardiology Division
David Abate, Surgery
Pamela Acheson, Nursing
Galina Achildiev, Nursing
Barbara Akins, Bulfinch Temporary Service
Rae Allain Anesthesia
Jonathan Alpert, Psychiatry
Elizabeth Alterman, Cancer Center
Aristeo Amaro, Operating Room Administration
Cabrina Anderson, Nursing
Cariappa Annaiah, Cancer Center
Lori Appleman, Nursing
Lynn Arslanian-Moraites, Anesthesia
Abdul Asmal, Mass General West
Catherine Ayoub, Psychiatry
Adriano Baptista, Environmental Services
Domingas Barbosa, Nursing
Terezinha Barbosa, Environmental Services
Mark Barish, Environmental Services
Katrina Baskin, Registrar's Office
Joel Bass, Pediatric Service
Dukene Beaubrun, Environmental Services
Barbara Beck, Psychiatry
Linda Belsanti, Internal Medicine
Willie Bennett, Environmental Services
Barbara Bernis, Chemistry
Francois Berthiaume, Surgery
Rocella Bodden, Nursing
Giles Boland, Radiology
Lisa Bouchard, Pharmacy
Frederick Boyce, Neurology
Samantha Bradbury, Radiology
Susan Breed, Nursing
Caroline Breen, Nutrition and Food Services
Amy Brennan, Nursing
Janice Brissette, Dermatology
Alice Brooks, Psychiatry
Joanne Brown, Pathology
William Brugge, Gastrointestinal Unit
Eduardo Budge, Pediatric Service
Jennifer Burke, Nursing
Ashley Bush, Psychiatry
Antonio Campos, Police, Security and Outside Services
Joel Canlas, General Store
Leonie Cantave, Nursing
Bob Carter, Neurosurgery
Elizabeth Chamberlain-Landis, Pediatric Service
Lisa Chandler, Nursing
Ivida Cherry, Admitting Services
Joanne Ciesielski, Nursing
Scott Ciesielski, Nursing
Lori Cinelli, Nursing
Alexandra Cist, Pulmonary
Peter Clancy, Surgery
Bayard Clarkson, Psychiatry
Rebecca Coburn, Police, Security and Outside Services
Arnold Cohen, Psychiatry
Andrew Cole, Neurology
Theresa Condon, Buildings and Grounds

Mary Corbett, Psychiatry
Marisol Coreas, Social Services
Adelina Costa, Nursing
Mateus Costa, Environmental Services
Eleanor Coughlin, Nursing
Joseph Coyle, Psychiatry
Jenny Crampe-Blake, Nursing
Diana Cristoforo, Cardiology Division
Cheryl Crowley, Center for Human Genetic Research
Mary Cunningham, Physician Practice Management and Service Improvement
Linda Cutting, Nursing
Turgay Dalkara, Neurology
Franklin Daly, Materials Management
Antoine Davis, Police, Security and Outside Services
Joyce Davis, Bulfinch Temporary Service
Thomas DeLaney, Radiation Oncology
Patricia Della Pelle, Pathology
George Desko, Radiology
Robin Deutsch, Psychiatry
Rosemarie Dimartino, Nursing
Francis Doherty, Pharmacy
Namgyal Dorjee, Operating Room Administration
Lucia Dossantos, Nursing
Lucinda Dossantos, Nursing
Gian Dotto, Dermatology
Debra Duffy, Respiratory Care
Robert Egan, Environmental Services
Anne Esposito, Development and Major Gifts
Debra Fallon, Patient Care Services
Mary Farr, Operating Room Administration
Rhonda Feinbaum, Molecular Biology
Karen Ferreira, Allergy Associates
Timothy Ferris, Pediatric Service
Rebecca Fishbein, Physical and Occupational Therapy Services
Daniel Fisher, Respiratory Care
Michael Fisher, Research Space Management
Carole Fleming, Pathology
Nancy Forgione-Sposito, Nursing
Miguel Franco, Health Information Services
Natalia Friedman, Cancer Center
Donna Furman, Physical and Occupational Therapy Services
Kristen Gallagher, Nursing
Eileen Galvin, MassGeneral Hospital *for* Children
Julie Gardner, Psychiatry
Sharon Germana, TBRC Research
Michael Gillespie, Medicine
Hermes Gonzalez, Environmental Services
Eric Grabowski, Pediatric Service
Tracy Graham, Nursing
Polly Grant, Revere HealthCare Center
James Greenberg, Obstetrics and Gynecology Service
Cheryl Griffin, Everett Family Care Nursing
Josephine Gringeri, Nursing
Steven Grinspoon, Neuroendocrine
Maryanne Guerrero-O'Toole, Main Operating Room
Kristina Hakansson, Nursing
Lynn Hale, Clinical Pathology
Amantha Hargrove, Nursing
Jane Harker, Nursing
Stephen Harkness, Anesthesia
Charles Haynes, MGH Institute of Health Professions
Kathryn Hayward, Mass General Medical Group
Maria Heith, Health Information Services
Debra Henry, Vascular Lab Administration
Rowan Henry, Materials Management
Dean Hess, Respiratory Care
Elizabeth Holmes, Surgery
Robert Holmes, Pathology
Winston Houston, Police, Security and Outside Services
Mary Ann Howard, North End Community Health Center
Andrea Hoyt, Nursing
Barbara Hubley, Radiology
Geraldine Hughes, Nursing
Christine Jacobberger, Nursing
Terrell Johnson, Materials Management
Dorothy Jones, Clinical and Professional Development
Rose Jones-King, Registration and Referral Center
Robert Jordan, Cancer Center
Rachel Kaiser-Reznick, Cardiology
Mireille Joseph, Nursing
Bridget Kearns, North End Community Health Center
Marjorie Kelland, Bulfinch Temporary Service
Krzysztof Klincewicz, Materials Management
William Kormos, Medicine
David Krause, Health Information Services
Anne Lamontagne, Pediatric Service
Lofane Leon, Nursing
Tara Levy, Nursing
Joseph Locascio, Neurology
Ruth Luthi-Carter, Neurology
Amy Lynch, Nursing
Kathleen MacNeil, Bulfinch Temporary Service
Marie Macrorie, Nursing
Margaret MacWilliams, Radiology
Carol Mahony, Physical and Occupational Therapy Services
Deborah Mahony, Chelsea HealthCare Center
Barbara Marino, Neurology
Audrey Martino, Chelsea HealthCare Center
Gina Matthews, Pharmacy
Frantz Maxi, Nutrition and Food Services
Lesley Maxwell, MGH Institute of Health Professions
Louis McAloon, Nursing
Kathleen McCarthy, Nursing
Aila McCutchen, Psychiatry
Maureen McGlame, Psychiatry
Maria McGovern, Radiology
Susan McGreevey, Public Affairs
Jennifer McIntyre, Nursing
Mary McKee, Nephrology
Sharon McKenna, Cardiology Division
Lucy Medina, Radiology
Kishor Mehta, Pediatric Service
Douglas Melton, CVRC
Catherine Mendalka, Buildings and Grounds
Susan Michaud, Radiation Oncology
Deborah Mills, Pathology
Antonio Miranda, Environmental Services
Richard Mizner, Pediatric Service
Atsushi Mizoguchi, Pathology

Agnes Flaherty, 50 Years

Agnes Flaherty began her career at the MGH on January 28, 1957 as an aide in what was then known as the CSR, Central Supply Room.

Flaherty's meticulous nature was evident in every task to which she was assigned, earning her the respect of her peers and managers. In 1969, she assumed the role of assistant supervisor and was quickly promoted to supervisor. In 1982, Flaherty was again promoted to the new role of Central Sterile Processing manager. In 1989, she gained the responsibility for Patient Linen Management and the implementation of the Scrub Exchange system which is still utilized today.

During her many years with CSR and Operating Room (OR) Linen, Flaherty has been instrumental in relocating the department to accommodate the OR, developed processes to streamline services and implemented a software system for inventory. She presently is director of the Surgical/Medical Reprocessing Department, where she is responsible for all activities involving instrument sterilization and reprocessing for the Operating Rooms, the Linen Pack Prep area, Endoscopy, and Same Day Surgery, as well as acquisitions of all reusable medical/surgical instrumentation.

Emiko Mizoguchi, Gastrointestinal Unit
Gail Monahan, Pediatric Surgery
David Moore, Nursing
Lise Motherwell, Psychiatry
Carolyn Moulaison, Nursing
Jin Mui, Nursing
James Mull, Center for Human Genetic Research
Shawn Murphy, Neurology
Susan Murphy, MGPO Finance
Paige Nalipinski, Speech/Language Pathology
Girish Nathwani, Chemistry
Deborah Nelson, Nursing
Rosemary Newell, MassGeneral Hospital *for* Children
Wayne Newell, Volunteer Services
Andrew Nierenberg, Psychiatry
Linda Nolan, Pathology
Maria Oliveira, Internal Medicine
Vilma Ortiz, Anesthesia
Lynn Osborn, CIMIT
Leann Otis, Nursing
Jean O'Toole, Physical and Occupational Therapy Services
Laura Pabon, Revere HealthCare Center
Soja Park-Bennett, Pediatric Service
Kristin Parlman, Physical and Occupational Therapy Services
Hemali Patel, Clinical Pathology
Svetal Patel, Clinical Pathology
Gregory Pauly, Primary Care
Gary Perlmutter, Orthopædics
Angela Perri, Bulfinch Medical Group
Lisle Phillips, Operating Room Administration
Jose Pires, Environmental Services
Maria Pires, Police, Security and Outside Services
Diane Plante, Physical and Occupational Therapy Services
Marie Polynice, Nursing
Carl Porter, Anesthesia
Jeanine Pratt, Nursing
Jefferson Prince, Psychiatry

William H. Harris, MD, 50 Years

William Harris, MD, is an internationally recognized voice on the subject of total hip arthroplasty. He graduated from Haverford College in Pennsylvania with honors in 1947 and earned his medical degree from the University of Pennsylvania in 1951. Harris founded the MGH Orthopædic Biomechanics and Biomaterials Laboratory, which was renamed the Harris Orthopedic Biomechanics and Biomaterials Laboratory in 2005 to honor him as its director *emeritus*.

Harris is a well-known speaker and author, having published more than 500 papers.

He is also a founding member and first president of the Hip Society, a founding member and past president of the International Hip Society and the Alan Gerry Clinical Professor of Orthopædic Surgery at Harvard Medical School. His career accomplishments include performing orthopædic work on the first human limb replantation, developing innovative methods to prevent deep venous thrombosis and fatal pulmonary emboli and spearheading innovations in total joint replacement design. Harris played a major role uncovering and preventing periprosthetic osteolysis, was instrumental in the development of a fully digital outcome registry, which included radiographs, and most recently led the team that invented a new biomaterial to reduce wear in total joint replacements.

Katelyn Quynn, Development and Major Gifts
Laurence Rahme, Molecular Biology
Joan Reede, Institute for Health Policy
Timothy Reese, Radiology
John Reilly, Nursing
Crispina Ribeiro, Nursing
Helen Richardson, Primary Care
Sylvie Roberge, Radiation Oncology
Katherine Roberts, Dermatology
Mark Robinson, Social Services
Ellen Rogers, Nursing
Suzanne Rose, MassGeneral Hospital *for* Children
Alice Rotfort, Social Services
Marc Roy, Cardiology Division
Suzanne Sampson, Neurology
Jay Schnitzer, Surgery
Robin Schoenthaler, Radiation Oncology
Lee Schwamm, Neurology
Vincenzo Scibelli, North End Community Health Center
Giuseppina Scoppettuolo, Operating Room Administration
Nevrik Seferian, Environmental Services
Jeffrey Settleman, Cancer Center
Lashaun Shaw, Medicine
Marisa Shea, Cardiology Division
Toshihiro Shioda, Cancer Center
Arthur Siegel, Medicine
Chris Simpson, Bulfinch Temporary Service
Shirley Sims, Cardiology Division
Robert Slater, Pediatric Service
Barbara Smith, Surgery
Rex Smith, Pathology
Jennifer Smith-Williams, Oral & Maxillofacial Surgery
Roy Soberman, Nephrology
Thomas Spitzer, Hematology/Oncology
Kenneth Steffan, Pediatric Service
Robert Stone, North End Community Health Center
Susan Streeter, Social Services
Chake Takadjian, Radiation Oncology
Debra Tassinari, Main Operating Room
Maria Teixeira, Nursing
Richard Terrass, MGH Institute of Health Professions
Betty Theodat, Obstetrics and Gynecology Service
Samuel Thier, Medicine
Anne Marie Thompson, Nursing
Kathleen Thurmond, Obstetrics and Gynecology Service
Lisa Torre, Nursing
Pablo Torres, Environmental Services

FOR TEN YEARS

John Ablon, Psychiatry
Julie Abramofsky, Physical and Occupational Therapy Services
Erin Abreu, Oral & Maxillofacial Surgery
Sonia Afrin, Weight Center
Colleen Aggi, Emergency Services
Arvind Agnihotri, Surgery
Susan Ahern, Nursing
Omotayo Ajiboye, Nursing
Svetlana Albert, Cardiology Division
Martina Albright, Psychiatry
Tyese Aldrich, Nursing
Sherwyn Alexander, Radiology
Michele Alexandre-Romulus, Nursing
William Allen, CCMU
Dana Allison, Nursing
Judith Ambler, Radiology
Marek Ancukiewicz, Radiation Oncology
Christine Angelini, Anesthesia
Elizabeth Ankers, Nephrology
Maida Antigua, Surgery
Resa Arovas, Executive Health Services
Scherlie Atwater, Anesthesia
Edwin Avery, Anesthesia
Amelia Barbosa, Environmental Services
Aline Barros, Nursing
Janet Barry, Women's Health Associates
Sara Bauminger, Protocol Office Administration
Susan Baxendale, Bulfinch Temporary Service
John Becker, Radiology
Eloisa Belen-Martinez, Chelsea HealthCare Center
Lori Berkowitz, Obstetrics and Gynecology Service
Nicole Berman, Radiology
Joell Bianchi, Women's Health Associates
Roxanna Billings, Psychiatry
Linda Bither, Gastrointestinal Unit

Joan Blue, MGH Institute of Health Professions
Manuel Bonilla, Environmental Services
Bruce Borgelt, Radiation Oncology
Brett Bouma, Dermatology
Rosina Bowman, Community Benefit
Kristina Braaten, Pathology
Stephen Bradley, Radiation Oncology
Richard Brandolini, Nursing
Kevin Brems, Buildings and Grounds
Sandra Bringhurst, Endocrine Unit
Edward Bromfield, Neurology
Maida Broudo, Radiation Oncology
Geraldine Brown, Medicine
Kathryn Brush, Nursing
Jeanne Bryan-Rodriguez, Gillette Center
Mary Buckley, Information Associates
Ann Budhai, Cancer Center
Clorinda Buenafe, Respiratory Care
Paul Burke, Professional Billing Office
Suzanne Burke, Nursing
Jane Burleson, Nursing
Sherri-Ann Burnett, Endocrine Unit
Laura Busick, Physical and Occupational Therapy Services
Dolores Bustamante, Neurology
Sheldon Buzney, Surgery
Judith Byford, Psychiatry
Carolyn Cain, Cardiology Division
Ann Caldwell, MGH Institute of Health Professions
Jennifer Callahan, Nursing
Pierre Camelien, Materials Management
Cecille Campbell, Nursing
Lee Campbell, Admitting Services
Blanca Campos, Cancer Center
Jean Capello, Nursing
Shirley Capone, Pathology
Mary Caporale, Revere HealthCare Center
Martin Caron, Cancer Center
Oscar Carranza, Nutrition and Food Services
Rafael Carvajal, Environmental Services
Walter Castano, Environmental Services
Jennifer Cataldo, Nursing
Phulbert Cazeau, CCM
Marie Celestine, Nutrition and Food Services
Lynda Center, Nursing
Asha Chacko, Chemistry
Andrew Chan, Gastrointestinal Unit
Lai Chan, General Store
Michael Chang, Surgery
Robin Channell, Main Operating Room
Paul Charest, Professional Billing Office
Michael Charness, Neurology
Yin-Ching Chen, Radiology
Leo Cheng, Pathology
Amy Cheung, Nursing
Lynne Chevoya, Cardiology Division
Daniel Chipman, Respiratory Care
Claudia Church, Internal Medicine
Robert Ciriello, Pharmacy
Michael Claytor, Bulfinch Temporary Service
Sara Cobb, Nursing
Mary Ann Cohen, Main Operating Room
Kathryn Colby, Surgery
Maureen Comis, Professional Billing Office
Edward Conlon, Radiation Safety
Deborah Conrad, Radiology
Judy Corbett, Nursing
Anne Core, Radiation Oncology
Linda Corliss, Professional Billing Office
Michael Costigan, Anesthesia
Cynthia Crosby, Radiology
Francis Croteau, Buildings and Grounds
Beverley Cunningham, Radiology
Rosalie Cunningham, Revere HealthCare Center
Susan Curley Burton, Revere HealthCare Center
Jennifer Curran, Nursing
William Curry, Neurosurgery
Kristen Dady, Nursing
Diane Dady-Goldstein, Nursing
Kirk Daffner, Neurology
Arthur Dahl, Pharmacy
Philip Daly, Revere HealthCare Center
Cheryl D'Amore, Surgery
Anthony Dancel, Anesthesia
Minh Dang, Environmental Services
Lori Darragh, Nursing
Domingos Dasilva, Pharmacy
Kimicko Davis, Nursing
Stephanie Davis, Senior Health
David Dawson, Neurology
Thilo Deckersbach, Psychiatry
Jyl Dedier, Nursing
Annette DeFarias, Nursing
Thomas Deisboeck, Radiology
Juana Del Rosario, Nursing
Michiel deMoor, Pediatric Service
Kevin Dennehy, Anesthesia
Maria Depina, Operating Room Administration
Donna Diamond, Obstetrics and Gynecology Service
David Dillon, Ambassadors
Mary Dion, Nursing
Elizabeth DiTavi, Nursing
Thuyhong Do, Pharmacy
Zoila Doherty, Internal Medicine
Rose Doig, Vascular Lab Administration
Marian Dolbeare, Cardiology Division
Brenda Donovan, Case Management
Elena Donovan, MassGeneral Hospital *for* Children
Kimberly Doucette, Professional Billing Office
Dennis Duarte, Transportation Services
Anil Dubey, Lab of Computer Science
Anthone Dunah, Neurology
Bernadette Dunbar, Main Operating Room
Elizabeth Duncan, Nursing
Kasandra Durham, Radiology
Jeffrey Ecker, Obstetrics and Gynecology Service
Eileen Edmonds, Nursing
Irene Elias, Health Information Services
Amy Fagan, Nursing
Laurie Falaro-Shoemaker, Nursing
Mark Fanning, Surgery
Said Fares, Anesthesia
Maria Fernandes, Nursing
Larisa Ferrara, Respiratory Care
Cristina Ferrone, Surgery
Steven Feske, Neurology
Macie Finkelstein, Surgery
Christine Finn, Psychiatry
Bruce Fischl, Radiology
Eileen Flaherty, Revere HealthCare Center
Deirdre Fleming, Sports Medicine
Lori Fleury, Nursing
Sharon Floramo, Medicine
Jesseca Flores, Nursing
Jose Florez, Diabetes Unit
Jeanne Flynn, Obstetrics and Gynecology Service
Carol Forde, Environmental Services
Frederick Forde, Operating Room Administration
Marcel Francois, Radiology
Jennifer Friedman, Neurology
Maria Furtado, Nursing
Janice Galinsky, Hematology / Oncology

William F. McNeely, MD, 50 Years

William McNeely, MD, graduated from Harvard Medical School in 1950. He completed an internship in what was then known as Boston City Hospital before joining the MGH Internal Medicine Department in 1957 as a resident. He became board certified in Internal Medicine in 1958 and has worked in the field throughout his career at the MGH. McNeely has authored many academic articles, including several for the *Journal of the American Heart Association*. He also served as an associate editor for *The Case Records of the Massachusetts General Hospital*, which is published in the *New England Journal of Medicine*. McNeely was named an honorary physician in 1997. In May 2007, he was honored as a 50-year member of the Massachusetts Medical Society.

Ariel Garcia, Environmental Services
Ingrid Garcia, Mass General Medical Group
Paula Gauthier, Social Services
David Gaynor, Orthopædics
Michael Generazzo, Nursing
Elise Gettings, Case Management
Corin Gigler, Nursing
Francoise Giguel, Infectious Disease Unit
Eileen Gillis, Neurology
Richard Ginsburg, Psychiatry
Timothy Girouard, Pathology
Jennifer Goba, Police, Security and Outside Services
Mary Ann Godin, Main Operating Room
Eileen Godwin, Nursing
Jill Goldstein, Psychiatry
Herman Gomez, Chelsea HealthCare Center
Victoria Gonzales, Cancer Center
Wanda Gonzalez, Orthopædics
Carol Gould, Pathology
Philip Goulder, AIDS Research Center
Antwonne Graham, Radiology
Berney Graham, Social Services
Beatriz Grajeda, Environmental Services
Tara Grant, Radiology
Nicole Green, Professional Billing Office
James Greer, Cancer Center
Heidi Grifoni, Radiology
Frances Grohman, Revere HealthCare Center
Robin Grossman, Case Management
Kelly Haas, Nursing
Colleen Hadigan, Medicine
Nouchine Hadjikhani, Radiology
Karen Halpin, Nursing
Senad Hamzic, Nursing
Ann Hanafin, Research Space Management
Rosalie Hand, Endocrine Unit
Christopher Hardy, Buildings and Grounds
Dana Harpster, Nursing
Gordon Harris, Radiology
Hortense Harris, Bulfinch Temporary Service
Karen Harty, Professional Billing Office
Faysal Hasan, Pulmonary
Eula Hayling, Nursing
Angela Haynes, Nursing
Donatella Hebert, Radiology
Catherine Helyar, Pathology
Erica Herzog, Surgery
Noel Hess, Pathology
Mary Beth Hetherton, Speech/Language Pathology
Judith Higginbotham, Nutrition and Food Services
Ridwan Himawan, Nutrition and Food Services
Ursula Hoehl, Patient Care Services
Regina Holdstock, Pharmacy
David Holtzman, Neurology
Susan Houghton, Charlestown HealthCare Center
Victoria Hubacheck, Nursing
Marilyn Hughes, Nutrition and Food Services
Mark Hughes, Surgery
Albert Hung, Neurology
William Hynes, Pathology
Sabina Islam, Allergy/Immunology Unit
Anne Jacobson, MGH Institute of Health Professions
Michael Jaklitsch, Surgery
Marianne James, Neurology
James Januzzi, Cardiology Division
Audrey Jasey, Nursing
Neila Jean-Charles, North End Community Health Center
Keena Jean-Ezna, Professional Billing Office
Carly Jean-Francois, Nursing
Cynthia Jenkins, Professional Billing Office
Frances Jensen, Neurology
Keith Johnson, Radiology
Keith Johnson, Neurology
Linda Jose, Blood Transfusion
Lee Josephson, Radiology
Veronica Kane, MGH Institute of Health Professions
Marsha Kartzman, MassGeneral Hospital for Children
Sekar Kathiresan, Cardiology Division
Tatsuo Kawai, Surgery
Barry Kaye, Everett Family Care Nursing
Kristi Keaveney, Nursing
Sharon Kelly-Sammon, Nursing
Joseph Kennedy, Pediatric Service
Marie Kerrigan, Bulfinch Temporary Service
Olga Khmelnik, Lab of Computer Science
Rosemary Killam, Nursing
Arthur Kim, Infectious Disease Unit
Byung Kim, Pharmacy
Jane Kingston, Nursing
Lisa Kirby, Revere HealthCare Center
Janet Kleimola, Nursing
David Kling, Surgery
Robert Knauz, Psychiatry
Michelle Knowles, Hematology/Oncology
Tatsuya Kobayashi, Endocrine Unit
Hanne Kooy, Radiation Oncology
Kevin Kopitsky, Pathology
Jean Kracher, Nursing
Dimitri Krainc, Neurology
Eric Krakauer, Palliative Care Service
Karen Kuhlthau, Pediatric Service
Braden Kuo, Gastrointestinal Unit
Diane Lahey, Radiology
Michael Langan, Geriatrics
Brian Langille, Microbiology
Yvrine Laplante, Health Information Services
Mary Larkin, Orthopædics
Christine Lauria, Senior Health
Jean Lavigne-Kelley, Medicine

Robert G. Ojemann, MD, 50 Years

Robert G. Ojemann, MD, graduated from the University of Iowa in 1952 and received his medical degree at the University of Iowa College of Medicine in 1955, graduating first in his class. Ojemann first came to the MGH in 1957 as a resident in Neurosurgery and has remained on the staff of the MGH and the faculty of Harvard Medical School (HMS) since then. At the MGH, he became a visiting neurosurgeon in 1975 and was named professor of Surgery at HMS in 1979. In addition to his neurosurgery practice, Ojemann has dedicated his time serving on many committees as well as holding leadership roles at the MGH. He is a member of numerous neurosurgical organizations and has served as president of the American Academy of Neurological Surgeons, American Association of Neurological Surgeons, Congress of Neurological Surgeons and Society of Neurological Surgeons. He also served as chairman of the American Board of Neurological Surgery and the Residency Review Committee for Neurological Surgery. Ojemann has received the highest awards in his specialty, such as the Cushing Medal from the American Association of Neurological Surgeons in 1997, Honored Guest of the Congress of Neurological Surgeons in 1992 and the Distinguished Service Award from the Society of Neurological Surgeons in 2001. He also received the Distinguished Alumni Award for Achievement from the University of Iowa in 1990. His clinical and research interests have been in the areas of brain tumors and cerebrovascular disease, publishing more than 200 articles and chapters and co-authoring two books, including the first on the surgical management of cerebrovascular disease.

John Lazor, Surgery
David Lee, Radiology
Sang-Gil Lee, Orthopædics
William Lester, Medicine
Cyril Lewis, Buildings and Grounds
Peter Li, Pharmacy
Carole Lima Eshleman, Medicine
Angela Lin, Pediatric Service
Eileen Lipkind, Nursing
Gregory Lof, MGH Institute of Health Professions
Deidre Long, Professional Billing Office
Paul Longchamps, Buildings and Grounds
Rita Lopes, Nursing
Oscar Lopez, Materials Management
Linda Lufkin, Medicine
Deborah Lundberg, Everett Family Care Nursing
Maureen MacCallum, Obstetrics and Gynecology Service
Kevin Mack, Pathology
Maria Del Carmen Mackinnon, Nursing
Jeffrey Macklis, Neurosurgery
Sharon Maginnis, Nursing
Umar Mahmood, Radiology
Michelle Mahoney, Obstetrics and Gynecology Service
Lucia Marano, Revere HealthCare Center
Carl Marci, Psychiatry
Carole Marcin, Everett Family Care Nursing
Andrea Marckmann, GCRC
Stacey Margardo, Nursing
Ann Martin, Nursing
Maria Martin, Main Operating Room
Juan Martinez, Environmental Services
Rosa Martinez, Materials Management
Joanne Martino, Radiology
Lisa Martino, Nursing
Nicole Mason, Radiology
Patricia Masson, Marketing
Maureen Mathews, Radiology
Christine McCarthy, Nursing
John McCarthy, Transportation Services
Andrea McClatchey, Cancer Center
Charles McCorkle, Social Services
Beth McCormick, Pediatric Service
Erin McDonagh, Nursing
Joan McGurn, Gillette Center
Michael McKenna, Surgery
Miriam McLean, Nutrition and Food Services
Pamela McLean, Neurology
Frederick McNulty, Radiology
Jason McNutt, Materials Management
Michele McPherson, Nursing
Carol McSheffrey, Social Services
Diego Mendoza, Pathology
Jean Menise, Nursing
Steven Mentzer, Surgery
Deborah Merowski, Charlestown HealthCare Center
Luiz Mesquita, Anesthesia
Christine Michelinie, Radiation Oncology
Edward Michna, Anesthesia
Ethel Mitchell, Pathology
Judith Mitchell, Psychiatry
Margarita Molina, Radiology
Melissa Moore, Molecular Biology
Teresa Morales, Orthopædics
Patricia Moran, Nursing
Joan Moriarty, Nursing
Pearline Morrison, Nursing
Doreen Morrissey Carbone, Nursing
Patricia Morse, Nursing
Edward Mortell, Anesthesia
Denise Morton, Mass General West
Frank Mucci, Police, Security and Outside Services
David Nash, Surgery
David Nash, Surgery
Jean Necheles, Pediatric Service
Catherine Nee, Nursing
Patricia Nee, Internal Medicine
Stacey Nelson, Nutrition and Food Services
Loi Nguyen-Vinh, Pharmacy
Marjorie Nicholas, MGH Institute of Health Professions
Robert Nicol, Police, Security and Outside Services
Nazita Nicolas, Nursing
Marilyn Nutter, Pathology
Dale Oates, Surgery
Christopher O'Connor, Radiation Oncology
Patricia O'Connor-Colpitts, Administration
Anthony Oliveira, Professional Billing Office
Siobhan O'Neill, Psychiatry
Sarah Oo, Chelsea HealthCare Center
Edgar Oppenheimer, Neurology

Dwight R. Robinson, MD, 50 Years

Dwight R. Robinson, MD, came to the MGH in 1957 as an intern in the Department of Medicine. He became a clinical and research fellow in Medicine in 1959 and again in 1963. He has had an impressive academic career at the MGH and at Harvard Medical School (HMS) beginning with his appointment as an instructor in Medicine in 1965 and then as a full professor in 1988. His leadership positions have included serving as director of Arthritis Associates and the Rheumatology Fellowship Program from 1998 to 2000 and the clinical chief of the Arthritis Unit beginning in 1998, a responsibility he holds today. Robinson has long had an interest in lipid biochemistry and the role of lipid mediators, including prostaglandins and leukotrienes, in inflammation, as well as the mechanisms of action of non-steroidal anti-inflammatory agents. During his career, he has held important roles in professional societies including two terms as president of the New England Rheumatism Society. He now spends his full-time career in patient care and teaching. He is the principal director of the highly successful post-graduate course, Advances in Rheumatology, at HMS, and the director of the Harvard-MIT musculoskeletal pathophysiology course for first- and second-year medical students.

John O'Sullivan, Cardiology Division
Alexa O'Toole, Nursing
Mary Owen, Pediatric Service
Christen Page, Nursing
Lawrence Park, Psychiatry
Desilia Pasteur, Environmental Services
Pamela Payne, Registration and Referral Center
Heather Peach, MassGeneral Hospital *for* Children
Margaret Pellegri, Nursing
Joann Pellegrino, Anesthesia
Richard Penson, Hematology / Oncology
Roy Perlis, Psychiatry
Punnee Pheungfunk, Physical and Occupational Therapy Services
Edward Phillips, Physical Medicine and Rehabilitation
Kevin Pian, Radiology
Marie Pierre, Environmental Services
Olive Pilgrim, Nursing
Erondina Pina, Nursing
Marcelino Pina, Cardiology Division
Maria Pina, Nursing
Amy Pironti, Nursing
Roger Pitman, Psychiatry
Marie Polynice, Nursing
Charles Pu, Geriatrics
Minesh Purohit, Pharmacy
Staci Quinlan, Nursing
Marisol Ramos, Obstetrics and Gynecology Service
Dominhille Rankin, Nursing
Vemuri Reddy, Dermatology
Laurie Redford, Nursing
Anthony Reginato, Rheumatology
Mary Rego, Pathology
Jessica Reid, Pathology
April Reil, Chemistry
Mitchell Rein, Obstetrics and Gynecology Service
Ilana Reis, Surgery
Andrew Reisner, Emergency Services
Jia Ren, Radiology

Maria Rice, Nursing
Anne Richmond, Community Health Associates
Michelle Riley, Nursing
Linda Rizzo, North End Community Health Center
Pamela Roberge, Radiology
Patricia Roberge, Revere HealthCare Center
Malcolm Robinson, Surgery
Kristen Roddy, Nursing
Joy Rosen, Psychiatry
Christin Rossi, Cancer Center
Ellen Roth, MassGeneral Hospital *for* Children
Randee Rubenstein, Nursing
Peter Rubin, Surgery
Katherine Rufo, Everett Family Care Nursing
Laura Russell, Cardiology Division
Angela Ryan, Pediatric Service
Jean Ryan, Psychiatry
Aaron Sacco, Pharmacy
Dianne Sacco, Urology
Robert Sackstein, Hematology / Oncology
Steven Safren, Psychiatry
Brian Salit, Radiology
Robert Sanders, MGH Institute of Health Professions
Delia Sang, Surgery
Rosie Sanon, Nursing
Emilio Sansevero, Transportation Services
Lionel Sanz, Nursing

Ichiko Saotome, Cancer Center
Angela Sartorelli, Health Information Services
Sally Saunders, Mass General Medical Group
Marie Sawyer, Nursing
Claudia Scenna, Surgery
Heidi Schleicher, Infection Control
Scott Schluter, Pediatric Service
Kay Schmidt, Emergency Services
Eric Schultz, North End Community Health Center
Carl Schwartz, Psychiatry
Claire Seguin, Nursing
Dennis Selkoe, Neurology
Subhadra Shah, Bulfinch Temporary Service
Kristen Shannon, Gillette Center
Joan Shea, Nutrition and Food Services
Roger Sherman, Microbiology
Jordan Shin, Cardiology Division
Lisa Shin, Psychiatry
Neil Shore, Pulmonary
Debra Shuemaker, Everett Family Care Nursing
Alice Sickey, Nursing
Jerome Sickey, Operating Room Administration
Richard Silberg, Transportation Services
Alison Simmons, Nursing
Tobi Simmons, General Store
Willard Simmons, TBRC Research

Earle H. Rosenberg, MD, 50 Years

Earle H. Rosenberg, MD, began his career at the MGH in 1957 as an intern in the Oral and Maxillofacial Surgery Department. Prior to joining the MGH, Rosenberg attended Harvard College, received a masters' degree in chemistry at Boston University, and graduated from the Harvard School of Dental Medicine (HSDM). After completing two years of residency, he stayed on as a staff oral surgeon. In 1960, Rosenberg became a part-time clinical instructor for the department and taught at the MGH's Oral and Maxillofacial Clinic with an appointment from the HSDM as an assistant clinical professor. Rosenberg has been happily married for 53 years to Norma, whom he met while both were undergraduates, and they have two daughters, Beth and Erica.

Adrienne Sisco, Research Management
Karen Smirnakis, Nephrology
Stelios Smirnakis, Neurology
Amy Smith, Obstetrics and Gynecology Service
Barbara Smith, Nursing
Margie Smith, Social Services
Mary Smith, Radiology
Matthew Smith, Hematology / Oncology
Katherine Sokolski, Nursing
Shamsah Sonawalla, Psychiatry
Clinton Sours, Medicine
Louise St. Hubert, Nursing
Jean St. Paul, Nursing
Romulus St. Brice, Police, Security and Outside Services
Thomas Stanizzi, Buildings and Grounds
Suzanne Stanton, Nursing
Marjorie Stanzler, Kenneth B. Schwartz Center
Eolar T. Stewart, Police, Security and Outside Services
Granis Stewart, Nursing
Debra Stockwell, Nursing
Gary Strangman, Psychiatry
Lewis Sudarsky, Neurology
David Sugarbaker, Surgery
Suzanne Sullivan, Cardiology Division
Angela Summers, Cardiology Division
Shahin Tabatabaei, Urology
Kazue Takahashi, Pediatric Service
James Talcott, Hematology / Oncology
Kwun Tam, Environmental Services
Nancy Tarbell, Radiation Oncology
George Taylor, Dermatology
Giuseppina Tesco, Neurology
Samuel Theodore, Bulfinch Temporary Service
Steven Thibodeau, Radiology
Dena Thornton, Nursing
Kimberly Tillery, MassGeneral Hospital *for* Children
Arno Tilles, Surgery
Loan To, Nursing
Pedro Torres, Nursing
Andrea Torri, Anesthesia
Erin Tracy, Obstetrics and Gynecology Service
Eric Tran, Pharmacy
Jennifer Tregoning, Nursing
Cecile Tremblay, Infectious Disease Unit

Rayshaun Triplett, Anesthesia
Maria Troulis, Oral & Maxillofacial Surgery
Dennis Trujillo, Interpreter Services
David Tubbs, Development and Major Gifts
Maureen Tully, Nursing
Andrea Vadnais, Compliance
Kuldip Vaid, Surgery
Lucia Vaina, Radiology
Charles Vanderburg, MGH Institute of Health Professions
Alfred VanHoek, Nephrology
Vionnette Vasallo, Professional Billing Office
Stephen Vasilchuk, Admitting Services
Christine Veiga, Obstetrics and Gynecology Service
Nagagopal Venna, Neurology
Ellen Ventola, Physical and Occupational Therapy Services
Catherine Viera, Nursing
Kerri Voelkel, Nursing
Patricia Volpe, Biomedical Engineering
Marie Voltaire, Environmental Services
Marvin Wang, Pediatric Service
Jane Wardrobe, Nursing
Myra Washington, Bulfinch Medical Group
Tracy Waugh, Nursing
Howard Weiner, Neurology
Anthony Weiss, Psychiatry
Kellie Wernik, Nursing
Diann Wharton, Operating Room Administration
Vanessa Wheeler, Neurology
Carolyn White, Police, Security and Outside Services
Robert White, Emergency Services
Cindy Williams, Dermatology
Elsie Williams, Nursing
Rosalyne Williams, Nursing
Denise Wishoski, Main Operating Room
Margaret Witecki, Psychiatry
Dana Wogan, Buildings and Grounds
Jodi Wolf, Nursing
Susan Wood, Nursing
Clifford Woolf, Anesthesia
Sandra Wright, Radiology
Lin Wu, Dermatology
Zhongcong Xie, Anesthesia
Yuehang Xu, Neurology
Denise Yates, Radiology

Toshimi Yoshida, Dermatology
Mary Yount, Nursing
Mei Yuen, Nutrition and Food Services
Caterina Zanetti, Anesthesia
Lillian Zeitz, Everett Family Care Nursing
Li Zhang, Environmental Services
Lihua Zhang, Obstetrics and Gynecology Service
Xiping Zhang, Anesthesia
Kerri Zima, Nursing
Marcia Zucker, Medicine

FOR FIVE YEARS

Suhny Abbara, Radiology
Deborah Abbott, Admitting Services
Aishah AbdulBarr, Orthopædics
Rita AbiRaad, Radiation Oncology
Caren Abraham, Nursing
Michael Acloque, Main Operating Room
Patrick Adams, Compliance
Ryan Adams, Nursing
Stephanie Adams, Admitting Services
Fatuma Adan, Community Benefit
Kate Adeletti, Physical and Occupational Therapy Services
Marielle Agahigian, Nursing
Kimberly Ago, Nursing
Luz Aguirre, Surgery
Patricia Ahern, Nursing
Michelle Ahl-Cheverie, CCM
Sami Ahmed, Pharmacy
Stephanie Ahmed, Emergency Services
Hassan Albadawi, Surgery
Maurice Albright, Orthopædics
Jaclyn Alexander, Physical and Occupational Therapy Services
Katie Alexander, Nursing
Jesus Alfaro, Environmental Services
April Allen, Anesthesia
Jacelinda Amado, Nursing
Mary Amatangelo, Neurology
Edner Amazan, Ambassadors
Denise Ambrosi, MGH Institute of Health Professions
Gina Ambrosino, Hematology/Oncology
Wendy Ames, Sports Medicine
Linda Amsler, Chelsea HealthCare Center
Rosa Amurrio Comparini, Psychiatry
Sten Anderson, Health Information Services
Daniel Andrade, CCM
Maria Andrade, Environmental Services
Jason Andree, Pharmacy
Edwin Andrews, Medicine
Ingrid Andrews-Benny, Nursing
William Anim, Pathology
Diane Antille, Nursing
Giorgos Apidianakis, Surgery
Debra Aponte, Charlestown HealthCare Center
Donna Applebaum, MGH Institute of Health Professions
Paola Arlotta, Neurosurgery
Sarah Atamian, Nursing
James Atem, Nursing
Susan Attmore, Nursing
Pakwai Au, Radiation Oncology
Curtis Audin, Nursing
Sandy Augustin, Nursing
Tanya Ausiello, Nursing
Loregene Avril, Environmental Services
Ilknur Ay, Radiology
Widad Ayad, Bulfinch Temporary Service
George Ayan, Police, Security and Outside Services
Hakima Baali, Nursing
Jodie Babitt, Nephrology
Elena Baena-Gonzalez, Molecular Biology
Igor Bagayev, Neurology
Aaron Baggish, Cardiology Division
Anthony Bailey, Radiology
Matthew Baity, Psychiatry
Colleen Baker, Nursing
Danielle Baker, Surgery
Timothy Baker, Nursing
Aygul Balcioglu, Neurology
Drupatee Balgobin, Nursing
Karen Ballen, Hematology/Oncology
Richard Ballen, Nutrition and Food Services
Aleena Banerji, Allergy/Immunology Unit
Christine Banks, Orthopædics
Arminda Baptista, Mass General Medical Group
David Barbie, Hematology/Oncology
Berta Bardales, Environmental Services
Rhonda Bardes, Professional Billing Office
Ryan Bardsley, CIMIT
Gerald Barnabe, Radiology
Wilesha Barnes-White, Bulfinch Temporary Service
Ashling Barr, Nursing
Mitchel Barriga, Health Information Services
Anne-Marie Barron, Nursing
Jose Barros, CCM
Stephen Barry, Radiology
Sheron Barzey, Nursing
Adam Bass, Hematology/Oncology
Ignacio Batista, Environmental Services
Salma Batool-Anwar, Medicine
Julia Battel, Obstetrics and Gynecology Service
Gail Beatrice, Clinical Pathology
James Beck, Psychiatry
Jason Becker, Cardiology Division
Tara Becker, Marketing
Marianna Bei, Dermatology
Debra Beliveau, Radiology
Abdesselam Bendahan, Police, Security and Outside Services
Carola Benjamen, Nursing
Theresa Benoit, Respiratory Care
Rachel Bereiweriso, Nursing
Laura Bessler, Revere HealthCare Center
Somaletha Bhattacharya, Anesthesia
Venugopal Bhuvarahamurthy, Neurology
James Birkemose, Nursing
Kara Bjornberg, Nursing
Glen Blair, MGH Institute of Health Professions
Claire Blais, Nutrition and Food Services
Kathleen Blais, Nursing
Jayne Blanchard, Radiology
Sheila Bloom, Pediatric Service
Abigail Boadu, Nutrition and Food Services
Janelle Bogan, Professional Billing Office
John Bondeson, Biomedical Engineering
Jesus Bonilla, Materials Management
Maryclaire Bonville, Main Operating Room
Richard Botto, Pharmacy

In Memoriam: Peter Yurchak, MD, 50 Years

Peter Yurchak, MD, was a cardiologist in the Department of Medicine and a well-respected teacher. He started his academic path at the Wyoming Seminary in Kingston, Pennsylvania and then attended the University of Pennsylvania, where he was awarded the third highest student achievement honor, known as the Cane, in 1953. He graduated from Harvard Medical School (HMS) in 1957 and began his career at the MGH. He also served in the U.S. Air Force in England from 1959 to 1961. Yurchak was the MGH's supervisor of the Cardiology Fellows Clinic from 1970 to 2007 and training program director for Cardiology from 1994 to 2006. Beginning in 1964, he taught cardiac auscultation to medical students and electrocardiography to house staff. HMS honored him with prizes for excellence in teaching in 2000, 2005 and 2007. Yurchak was also a prolific author, having penned numerous cardiology journal articles as well as a widely used medical student reference guide, "Essentials of Patient Care." Outside of his academic and medical interests, he enjoyed books, fine dining, classical music, etymology (the study of the history of words), gardening and the Boston Red Sox. Yurchak died on July 30, 2007.

Anne Bouchard, Nursing
Gregory Bouchard, Hematology / Oncology
Fatima Boulajine, Nursing
Maureen Bouvier, Surgery
Sharon Bouvier, Nursing
Leyda Bowes, Dermatology
Lynne Brady Wagner, MGH Institute of Health Professions
Emanuel Brandao, CCM
Allison Brassard, Protocol Office Administration
Colleen Breed, Nursing
James Breed, Nursing
Alexandria Brennan, Nursing
Marilyn Brier, Social Services
Keith Brinkley, Nursing
Carol Brown, Nursing
Laura Brown, Nursing
Linda Brown, Nursing
Mary Brown, Case Management
Elizabeth Browning, Nursing
Marsha Browning, Pediatric Service
Janes Buelto, North End Community Health Center
Nathan Buerstatte, Gastrointestinal Unit
Patricia Bullock, Obstetrics and Gynecology Service
Nicole Burgett, Infectious Disease Unit
Keli Burke, Radiology
Meredith Burrows, Nursing
Jenifer Bush, Molecular Biology
Richard Bycek, Main Operating Room
Margaret Byrne, Nursing
Michael Byrne-Cabot, Nursing
Joan Cacciola, Nursing
Denise Cadigan, Nursing
Sandra Caine, Radiology
Catherine Calder, Nursing
Julie Calechman, Bulfinch Temporary Service
Jacob Calkins, Radiology
Caitlin Callahan, Nursing
Jennifer Camacho, CCM
Erin Camara, Microbiology
Joshua Camara, Professional Billing Office
Rosario Camara, Bulfinch Temporary Service
Mary Campbell, Nursing
Stephen Campo, Anesthesia
Margarito Canales, Environmental Services
Bridget Canavan, Neuroendocrine
Ronald Cange, Transportation Services
Paul Cannistraro, Psychiatry
Juan Capeles, Treadwell Library
Joshua Caplin, Cardiology Division
Maria Paula Caramez, Anesthesia
Jose Cardona, Nursing
Maria Cardoso, Environmental Services
Catherine Carlo, Social Services
Anna Carson, Case Management
Christopher Carter, Psychiatry
Nicholas Carter, Development and Major Gifts
Tonya Caruso, North End Community Health Center
Ethan Cascio, Radiation Oncology
Adrienne Casey, Nursing
Alice Casey, Professional Billing Office
Courtney Cassidy, Nursing
Robert Castaldo, Safety Office
Ana Castano, Dermatology
Elizabeth Castiglia, Nursing
Ann Catalano, Revere HealthCare Center
Gabrielle Cayton, Psychiatry
Jennifer Cedrone, Emergency Services
Samuel Celia, Neurology
Sonia Cevallos, Hematology / Oncology
Anne Chamberlin, Nursing
Gayun Chan, Gillette Center
Ngan Chan, Professional Billing Office
Suk Tak Chan, Radiology
Mahjouba Changaf, Nursing
Craig Chapman, Radiology
Susan Chase, Nursing
Mazhar Chaudhry, Chelsea HealthCare Center
Jayne Chellman, Orthopædics
Yen-Lin Chen, Radiation Oncology
Yi-Bin Chen, Medicine
Patricia Chenel, Radiology
Milan Chheda, Neurology
Andrew Chi, Neurology
Ru-Ju Chian, Neurology
Ruth Chicas, Environmental Services
Tanuja Chitnis, Neurology
Kevin Chiverton, Nutrition and Food Services
QueeLim Ch'ng, Molecular Biology
Young-Hee Cho, Molecular Biology
Loretta Chou, Pediatric Service
Sherry Chou, Neurology
Cecile Christensen, Neurology
Emily Christison-Lagay, Surgery
Sung-Kiang Chuang, Oral & Maxillofacial Surgery
Leslie Chun, Medicine
Charles Ciano, Gastrointestinal Unit
Jamaul Cinelli, Bulfinch Temporary Service
Todd Cioffi, Psychiatry
Julie Clark, Nursing
Leslie Clark, Nursing
Valerie Clark, Nursing
Dorothea Clinton, Nursing
Patricia Cody, Nursing
Sean Colby, Police, Security and Outside Services
Morgan Cole, Physical and Occupational Therapy Services
Richard Colley, Police, Security and Outside Services
Deborah Collier, Rheumatology
Kerry Collier, Gastrointestinal Unit
Anne Collins, Pathology
Karen Collins, Nursing
Jo-Ann Colvario, Nursing
Anthony Compagnone, Pediatric Service
Mary Connolly, Chelsea HealthCare Center
Robert Connolly, Transportation Services
Sandra Connor, The Clubs at Charles River Park
Marc Conroy, MGPO Finance
Karen Considine, Registration and Referral Center
Mahesh Contractor, Chemistry
Jeanette Copeland, Nursing
Vicka Corey, Radiology
Alexandre Coriolan, Environmental Services
Marianne Corley, Nursing
Peter Corrado, General Store
Samira Correia-Silva, Senior Health
Pasquale Costello, MassGeneral Hospital *for* Children
Jordana Cotton, Nursing
Jean-Valery Coumans, Neurosurgery
Jacqueline Covino, Radiology
Chelsea Crane, Chemistry
Paul Creedon, MGH Institute of Health Professions
Danielle Crowe, Police, Security and Outside Services
Lisa Crowley, Urology
Elisabeth Cruz, Nursing
Gilda Cruz, Nursing
Milta Cruz, Professional Billing Office
Brian Cummings, Pediatric Service
Mary Cunnane, Radiology
Richard Curtis, Gastrointestinal Unit
Jean Cyprien, Nutrition and Food Services
Shanti Czaja, Clinical Research Program
Mary D'Onofrio, Cardiology Division
Shannon DaCunha, Nursing
Guangping Dai, Radiology
Tracy Daigle, Physical and Occupational Therapy Services
Kimberlie Dailey, Nursing
Bethany Daily, Operating Room Administration
Lynn Dale, Public Affairs
Thomas Dalton, Radiology
Joanna Daniluk, Radiology
Christine D'Antonio, Nursing
Marie Darbouze, Obstetrics and Gynecology Service
Angela Darlington-Thorne, Nutrition and Food Services
Joydip Das, Anesthesia
Janice DaSilva, Nursing
Erika DaVenda, Vascular Surgery
Kate Davignon, Nursing
Cheryl Davis, Nursing
Jason Davis, Biomedical Engineering
John Davis, Infectious Disease Unit
Mandy Davis, Professional Billing Office
Patricia Davis, Pediatric Service
Kathleen Davison, Cardiology Division
Mary Day, Nursing
Andrea Dayko, Thoracic Surgery
Catherine De Leon, Environmental Safety
Genevie de los Reyes, Nursing
Catarina De Pina, Molecular Biology
Mary De Smet, Radiology
Christina Dea, Bulfinch Temporary Service
Kristen Dean, Radiology
Pierre deDelva, Surgery
Darlene D'Elia, Bulfinch Medical Group

John DelVecchio, Nutrition and Food Services
Berthony Delvoix, Materials Management
Linda DeMeo, Registration and Referral Center
George Demetri, Hematology / Oncology
Hong Deng, Radiology
Carine Denoux, Molecular Biology
Elena Deocampo, Physical and Occupational Therapy Services
Mario Dere, Transportation Services
Rowena DeVera, Nursing
Nicole Devoe, Dermatology
Jose Diaz, Anesthesia
Rosa Diaz, Chelsea HealthCare Center
Amie Digirolamo, Nursing
Dianne DiNatale, Endocrine Unit
Elisabeth DiPietro, Pediatric Service
Chandra Dixon, Nutrition and Food Services
Candida DoCanto, Nursing
Vicki Dodenhoff, Rheumatology
Teresa Donahue, Radiology
Shumin Dong, Neurosurgery
Denise Donnelly, Psychiatry
Kathleen Donnelly, Medicine
Henry Dorkin, Pediatric Service
Keith Doucette, Main Operating Room
Jo Ann Dowers, Health Information Services
Douglas Drachman, Cardiology Division
Anne Drake, Nursing
Peter Drobac, Infectious Disease Unit
Elizabeth Drolet, Development and Major Gifts
Elise Drouin, Rheumatology
Linda Drury, Neurology
Roy D'Souza, Radiology
Leonor Duncan, Professional Billing Office
Rebecca Dunn, Molecular Biology
Ralph Durham, Transportation Services
Lila Durnan, Bulfinch Temporary Service
Mojisola DuVal, Nursing
Erin Duzan, Nursing
David Dybdal, Psychiatry
Svetlana Dzhura, Bulfinch Medical Group
Marie Echevarria, Nursing
Yvette Edey, Professional Billing Office
Rudy Edma, Bulfinch Temporary Service
Stacy Edwards, Obstetrics and Gynecology Service
Tewodros Efriem, Police, Security and Outside Services
Daniel Eggers, Infectious Disease Unit
April Eichler, Neurology
Florian Eichler, Neurology
Laurie Eiermann, Nursing
Brian Eisner, Urology
Ahmed El-Ghandour, Bulfinch Temporary Service
Nahel Elias, Surgery
Nishawnda Ellis, Nursing
Abdelwahed Elouadi, Main Operating Room
Christine Emma, Dermatology
Sheila Emmanuel, Cardiology Division
Pamela Enders, Psychiatry
Jeffrey Engelman, Hematology / Oncology
Kelly Erickson, Nursing
Gregory Eriksen, Anesthesia
Marie Erisma, Nursing
Karin Estrada, Nursing
Audeline Eugene, Bulfinch Temporary Service
Nathaniel Evans, Surgery
Oleg Evgenov, Anesthesia
Eileen Ewing, Mass General Medical Group
Peter Fagenholz, Surgery
Jesen Fagerness, Center for Human Genetic Research
Pamela Fairbrother, Nursing
Katie Farraher, Physical and Occupational Therapy Services
Christian Farrar, Radiology
Marcus Favero, Psychiatry
Dennis Feeney, Blood Donor Center
Michael Fehm, Orthopædics
Michael Feiner, Professional Billing Office
Jennifer Feng, Radiation Oncology
Delita Fenton-Gibbons, Nursing
Maros Ferencik, Medicine
Emily Ferguson, Main Operating Room
Maxphine Ferguson, Nutrition and Food Services
Petergay Ferguson, Hematology / Oncology
Alisha Fernandes, Pharmacy
Luz Fernandez, Professional Billing Office
Rushika Fernandopulle, Medicine
Manuel Ferreira, Neurosurgery
Leticia Figueroa, Admitting Services
Eric Fisher, Police, Security and Outside Services
Daniel Fishman, MGH Institute of Health Professions
Caroline Fitzgibbons, Physical and Occupational Therapy Services
Michael Fitzsimons, Anesthesia
Jean Fleurimond, Emergency Services
Marie Flood, Nursing
Rosario Flores, Bulfinch Temporary Service
Regina Flynn, Physical and Occupational Therapy Services
Pamela Fontaine-Rothe, Cancer Center
Melissa Forchielli, MGH Institute of Health Professions
Houari Fordjani, Ambassadors
Roanna Forman, Case Management
Christine Foster, Radiology
Julia Foster, Cancer Center
Jonathan Fox, Neurology
Lentz Francois, Nutrition and Food Services
Marie Francois, Bulfinch Temporary Service
Kai Frerichs, Radiology
Gregory Fricchione, Psychiatry
Robert Friday, Rheumatology
Luke Frye, Buildings and Grounds
Nicole Fugere, Nursing
Gennadiy Fuzaylov, Anesthesia
Laida Gaitan, Chelsea HealthCare Center
Elizabeth Gallagher, Executive Health Services
Krista Gallagher, Nursing
Robert Gallagher, Buildings and Grounds
Brian Galloway, Center for Human Genetic Research
Leena Gandhi, Hematology / Oncology
Giorgio Ganis, Radiology
Ornella Gardini, Neurology
Igor Garkavtsev, Radiation Oncology
Bridget Garland, Nursing
Jennifer Garrick, Orthopædics
Gregory Gasic, Radiology
David Gauvin, Nutrition and Food Services
Mary Gavin, Medicine
Melissa Gentile, Nursing
Melanie Gentry, Psychiatry
Vinu George, Pharmacy
Salman Ghiasuddin, Cardiology Division
Dinah Gilburd, Charlestown HealthCare Center
Rance Gillespie, Buildings and Grounds
Barbara Gilmartin, Radiology
Lisa Glickstein, Rheumatology
Alan Gold, Radiology
Julian Goldman, Anesthesia
Allan Goldstein, Surgery
Stephen Gomperts, Neurology
Tiffany Gonce, Cardiology Division
Kathleen Gonczarek, Cardiology Division
Elizabeth Gonski, Physical and Occupational Therapy Services
Kathleen Goonan, Institute for Health Policy
Bernadeta Gorczynska, Health Information Services
Kelly Gornnert, Respiratory Care
MaryGrace Gorospe, Radiation Oncology
Michelle Gorski, Nursing
Danielle Gottlieb, Surgery
Mariela Gracia, Cancer Center
Joyce Graham, Admitting Services
Pauline Graham, Main Operating Room
Elizabeth Granara, Radiology
Mary Graney, Nursing
Kemberlie Grant, Bulfinch Temporary Service
Shawn Gregory, Cardiology Division
Teresa Grignon, Chelsea HealthCare Center
Stephanie Grimes, Nursing
Brian Grottkau, Orthopædics
Mary Guarino, Professional Billing Office
Pablo Guerrero, Ambassadors
Marie Guerrier, Bulfinch Temporary Service
Marie Guerrier, Nursing
Layla Guled, Bulfinch Temporary Service

Rajiv Gupta, Radiology
Orlando Gutierrez, Nephrology
John Guttag, Dermatology
Ann Guttendorf, Nursing
Esther Guzman, Bulfinch Medical Group
Karleen Habin, Protocol Office Administration
Jeffrey Hack, Blood Transfusion
Jenny Hafen, Main Operating Room
Coral Haggan, Cardiology Division
Jordan Halasz, Anesthesia
Elaine Hale, Nursing
Laura Haley, Cardiology Division
Pearlie Hall, Radiology
Donna Halliday, Psychiatry
Hyemee Han, Psychiatry
Sang Han, Neurology
Patricia Hanley, Radiology
Carol Ann Hannan, Cancer Center
Monisha Hardmon, Cardiology Division
Tanya Harr, Cardiology Division
Karen Harris, Cardiology Division
Natalie Harris, Nursing
Teresa Hartman, Nursing
Kelly Hartnett, Radiology
Christopher Hartnick, Surgery
Suzanne Harvey, Dermatology
Robert Hasserjian, Pathology
Rebekah Hattery, Nursing
Russ Hauser, Obstetrics and Gynecology Service
Fred Hawkins, Infection Control
Jameisa Hawkins, Internal Medicine
Koichiro Hayashi, Endocrine Unit
Karla Hayes, Psychiatry
Janice Hayes-Cha, Neurology
Kathryn Hayward, Nursing
Eric Hazen, Psychiatry
Abderrahim Hdaoui, Ambassadors
Kerin Healey, Nursing
Jason Heath, Pharmacy
James Helstrom, Anesthesia
Carmen Henao, Radiology
Kathleen Henebry, Cardiology Division
Catherine Hennebry, Hematology/Oncology
Elizabeth Hennessey, Nursing
Leah Henry, AIDS Research Center
Hilda Hernandez, Materials Management
Maria Hernandez, Ambassadors
Eric Hersch, Buildings and Grounds
Mary Hertl, Surgery
Charles Hester, Police, Security and Outside Services
Eric Hibbard, Professional Billing Office
Tandeka Hicks, Nursing
David Hiett, Radiology
Christine Higgins, Nursing
Jocelyn Hilaire, Transportation Services
Sarah Hilderbrand, Cancer Center
Marie Hippolite, Nursing
April Hirschberg, Psychiatry
David Hirschorn, Radiology
Wendy Ho, Gastrointestinal Unit
Trang Hoang, Bulfinch Temporary Service
Karin Hobrecker, Volunteer Services
Geraldine Hodge, Microbiology
Donna Hoffman, Nursing
Marybeth Hogan, Nursing
Elizabeth Hoge, Psychiatry
Dawn Holland, Respiratory Care
Benjamin Hollingsworth, Nursing
Lauren Holm, Office of Quality and Patient Safety
Allison Holman, Speech/Language Pathology
Margot Holman, Mass General West
Brook Holmes, Nursing
Erin Holmes, Nursing
Thomas Holovacs, Orthopædics
Lorrie Honarchian, Hematology/Oncology
Han Hong, Surgery
Robin Horgan, Pharmacy
Nora Horick, Biostatistics
Birgit Hormann, Neurology
Eileen Horne, Cardiology Division
Eddie Howard, Bulfinch Temporary Service
Heather Hsu, Medicine
MingQian Huang, Neurology
Sihong Huang, AIDS Research Center
Christine Huggins, Bulfinch Medical Group
Damika Hughes, Nutrition and Food Services
Sherwood Hughes, CCMU
Todd Hultman, Palliative Care Service
Chin Hur, Gastrointestinal Unit
Robert Hurley, Police, Security and Outside Services
Jessica Hyacinthe, Protocol Office Administration
Angeline Hyatt, Chemistry
Eman Hyppolite, Materials Management
Joseph Ianelli, Admitting Services
Monique Icart, Nursing
Cornelia Illmann, Psychiatry
Ahmed Ilyas, Police, Security and Outside Services
Marisa Indrisano, Revere HealthCare Center
Rita Inoue-Gibson, Professional Billing Office
Daniel Irimia, Surgery
Zacharia Isaac, Physical Medicine and Rehabilitation
Steven Isakoff, Hematology/Oncology
Yumiko Ishizawa, Anesthesia
Christiana Iyasere, Medicine
Vicki Jackson, Palliative Care Service
Christie James, Professional Billing Office
Yolanda Jamison, Pharmacy
Manouchecar Janvier, Police, Security and Outside Services
Jacquelyn Jarmel, Chelsea HealthCare Center
Donna Jarrell, CCM
Andrew Jawa, Orthopædics
Marie Rose Jean, Nursing
Sydalise Jean Charles, North End Community Health Center
Nadege Jean-Francois, Nursing
Sung-Jin Jeong, Neurology
Bettie Jervah, Main Operating Room
Yandong Jiang, Anesthesia
Stefan Jibodh, Orthopædics
Beverly John, Main Operating Room
Renee Johnson, Cancer Center
Tanya Johnson, Nursing
Robert Johnson Jr., Police, Security and Outside Services
Joanna Johnston, Nursing
Julia Johnston, Transportation Services
Linda Jolibois, Nutrition and Food Services
Barnave Jourdain, Nursing
Nada Jovanovic, Bulfinch Temporary Service
Kathleen Joyce, Dermatology
Rajee Joyce, Pediatric Service
Angela Justice, Nursing
Laurel Juthe, Bulfinch Temporary Service
Anil Kachroo, Neurology
Christine Kaliris, Medicine
Lisa Kamara, Microbiology
Wentong Kang, CCMU
Ara Kassarjian, Radiology
Gerald Kassels, Medicine
Michael Katcher, Cardiology Division
Joanne Kaufman, Case Management
Rainu Kaushal, Institute for Health Policy
Daniel Kavanagh, AIDS Research Center
Noriko Kawai, Anesthesia
Jonathan Kay, Rheumatology
Aleksey Kazantsev, Neurology
Wendy Keats, Nursing
Mary Kebler, Nursing
Mary Keebler, Cardiology Division
Erin Keenan, Nursing
Valerie Keith, Oral & Maxillofacial Surgery
Allison Kelly, Nursing
Kimberly Kelly, Radiology
Donna Kemp, Professional Billing Office
Maria Kempner, Protocol Office Administration
Samuel Kennedy, MGH Institute of Health Professions
Nicole Kenvin, Nursing
Daniel Kerls, Nursing
Myles Keroack, Gastrointestinal Unit
Havatselet Kershenbaum, Blood Transfusion
Robin Ketteler, Pediatric Service
Tahira Khaliq, Chemistry
Khashayarsha Khazaie, Radiology
Nancy Khoury, Nursing
Jennifer Kickham, Obstetrics and Gynecology Service
Rosemary Kielnecker, Senior Health
Amy Killion, Nursing
Susan Kilroy, Nursing
Woo Kim, Cancer Center
Chrissy Kimball, Nursing
Margaret Kimball, Nursing
Lynn Kingsley, Main Operating Room
Andrew Kiruluta, Radiology
Noriyuki Kishi, Neurosurgery
Barrett Kitch, Institute for Health Policy

Lauren Kleinkauf, Nursing
Jadwiga Klincewicz, Operating Room Administration
Megan Knecht, Nursing
Amane Koizumi, Neurosurgery
Elena Korngold, Radiology
Paula Kraus, Main Operating Room
Josephine Kubilus, Practice Improvement Division
Mary Kugler, MGH Institute of Health Professions
Donna Kukauskas, Emergency Services
Katherine Kulig, Surgery
Anand Kumar, Radiology
Daniel Kuritzkes, Infectious Disease Unit
John Kuster, Neurology
Renee Kwan, Dental Group
Christopher Kwolek, Surgery
Eunjeong Kwon, Obstetrics and Gynecology Service
Michelle Lacey, Radiology
Stacey Ladieu, Radiology
Tracey Lafferty, Hematology/Oncology
Robert LaForteza, Microbiology
Alecia Laing-Dell, Case Management
Gene Lambert, Medicine
Benjamin Lanckton, Chaplaincy Department
Aimee Landry, CCIB
Suzanne Landry, Nutrition and Food Services
Kathryn Lane, Vascular Lab Administration
Susan Langer, Senior Health
Monica Langone, Radiology
Jessica Lapierre, Bulfinch Temporary Service
Jonah Larkins-Ford, Molecular Biology
Sylvie Larrabee, Radiology
Cynthia LaSala, Nursing
Jennifer Lassonde, Nursing
Edward Lau, Bulfinch Temporary Service
Katherine Lau, Lab of Computer Science
Elizabeth Lawson, Neuroendocrine
Elizabeth Layton, Pediatric Service
Karen Leary, Police, Security and Outside Services
Mildred LeBlanc, Radiology
James Lee, Operating Room Administration
Sang Lee, Psychiatry
Sang Lee, Neurology
Karla Leegard, Obstetrics and Gynecology Service
Sylvie LeGall, AIDS Research Center
Marissa Legare, Nursing
Paul Lerou, Pediatric Service
Sharon Lessard, Nursing
Nicole Lewandrowski, Bulfinch Temporary Service
Evelyn Lewis, Clinical Pathology
Anne Lezeau, Environmental Services
Li Li, Radiation Oncology
Man Li, Environmental Services
Zhi Li, Bulfinch Temporary Service
Chienwei Liao, Surgery
Mathias Lichterfeld, Medicine
G. Rewo Lim, Anesthesia
Ting-Yi Lin, Pediatric Service
Wenyu Lin, Gastrointestinal Unit
Erica Linden, Medicine
Catherine Lindon, CBRC
Dimitrios Linos, Surgery
Ellen Liston, Nursing
Alexander Litovchick, Molecular Biology
Christina Liu, Radiology
Emerson Liu, Medicine
Letty Liu, Anesthesia
Janet Livingston, The Clubs at Charles River Park
Yassine Lmal, Ambassadors
Jonathan Lombardi, Radiology
Bette Long, Bulfinch Temporary Service
Carolynn LoPiano, Nursing
Maria Loscertales, Surgery
Georgina Louis, Main Operating Room
Colleen Lowe, Physical and Occupational Therapy Services
Octavia Lowe, Main Operating Room
Hua Lu, Nephrology
Andrej Luptak, Molecular Biology
Michelle Lussier, Nursing
Mary Lussier-Cushing, Nursing
Patricia Lussier-Duynstee, MGH Institute of Health Professions
Georges Luxama, Nutrition and Food Services
Kristen Lyall, Bulfinch Temporary Service
Daniel Lynch, Bulfinch Temporary Service
Bang-Yi Ma, Reproductive/Endocrine
Yilu Ma, Bulfinch Temporary Service
Megumu Mabuchi, CBRC
Joyce MacLean, Radiation Oncology
Jason MacMore, Neurology
Blake Maddux, Clinical Pathology
Vandana Madhavan, Pediatric Service
Jon Madison, Molecular Biology
Debra Magee, Radiology
Bhuvaneshwari Mahalingam, Nephrology
Sara Mahoney, Nursing
Stephanie Mahoney, Nursing
Mary Mahony, Buildings and Grounds
Andrea Maimone, Nursing
David Maldonado, MGH Beacon Hill
Maria Maldonado, Operating Room Administration
Shantae Mallory, Weight Center
Roseann Mandell, Neurology
Susan Manea, Pediatric Service
Vaughn Mankey, Psychiatry
Bridget Manley, Nursing
Jennifer Manning, Medicine
Joyce Mansfield, North End Community Health Center
Danelle Marable, Institute for Health Policy
Rosa Maravilla, Environmental Services
Keith Marill, Emergency Services
Faustha Marius, Nursing
Jessica Martin, Psychiatry
Lisa Martin, Nursing
Roderick Martin, CRMT
Maria Martinez, Bulfinch Temporary Service
Rosangely Martinez, Trauma Service Administration
Jediah Matthew, Radiology
Annette Matthews, Nursing
Barbara Mawn, MGH Institute of Health Professions
Michele Maxwell, Neurology
Alexandra Mayor, Obstetrics and Gynecology Service
Guy Maytal, Psychiatry
Izabela Maziarz, Nursing
Theresa Mazzarelli, Nursing
Janine McLaren, Hematology/Oncology
Sean McAdam, Emergency Services
Jean McAuliffe, Nursing
Daniel McCarthy, Police, Security and Outside Services
Deirdre McCarthy, Neurology
Anthony McCluney, Surgery
Nancy McDermott, Oral & Maxillofacial Surgery
Michelle McDonald, Radiology
Tracey McDonald, Neurology
Heather McDonough, Nursing
Shawn McEntee, Cardiology Division
Kelly McGarvey, Nursing
Jessica McGuigan, Physical and Occupational Therapy Services
Jeanne McHale, Clinical and Professional Development
Gail McHugh, Rheumatology
Jean McInnis-Fox, Professional Billing Office
Joyce McIntyre, Nursing
Mark McKeever, Bulfinch Temporary Service
Gail McKenzie, Mass General West
Kristen McKenzie, Nursing
Mariah McNamara, Emergency Services
Faye McNeil, Obstetrics and Gynecology Service
Cheryl McNeill, Radiology
Eleanor McNulty, Charlestown HealthCare Center
Kate McSweeney, Nursing
Zdravka Medarova, Radiology
Dorothy Medeiros, Nursing
Lahcen Medhat, Professional Billing Office
Irma Medina, Radiology
Cynthia Meglio, Cardiology Division
Karla Mejia, Environmental Services
Mira Mejia, International Patient Center
Ruth Mekasha, Radiology
Elliot Melendez, Pediatric Service
Jennifer Mello, Speech/Language Pathology
Mary Melloni, Bulfinch Temporary Service
Kathleen Mercurio, Transplant Surgery
Linda Merrill-Lozzi, Nursing
Tracy Messom, Gastrointestinal Unit
Gregg Meyer, MGPO Administration

Myrtho Mezil, Cardiology Division
Lisa Micciulla, Emergency Services
Nan Midgley, Infectious Disease Unit
Carlo Milfort, Materials Management
Cyreld Mills, Obstetrics and Gynecology Service
Anna Minihan, Biostatistics
John Mixson, Mass General West
Lucy Modahl, Radiology
Isabel Moeda, Nursing
Tirsit Mogues, Hematology / Oncology
Gayatry Mohapatra, Pathology
Merlene Moir, Internal Medicine
Dorothy Monahan, MassGeneral Hospital for Children
Logan Monahan, Physical and Occupational Therapy Services
St. Juste Mondesir, Nutrition and Food Services
Alzira Monteiro, Molecular Biology
Kristen Montemaggi, Respiratory Care
Nam-Sung Moon, Cancer Center
Cynthia Moore, Psychiatry
Omayra Mora, Charlestown HealthCare Center
Peter Moran, Case Management
Cynthia Moreira, Nursing
Amy Morgan, Neurology
Amy Morgan, Psychiatry
Thomas Morris, Nursing
Caroline Morse, Nursing
Melissa Morse, Obstetrics and Gynecology Service
Susan Moss, Anesthesia
Spiridoula Moustakas, Medical Walk-In Unit
Beverly Moy, Hematology / Oncology
Terence Moy, Molecular Biology
Kit Mui, Radiology
Kevin Mulcahy, Professional Billing Office
Mandakolathur Murali, Allergy / Immunology Unit
Alice Murphy, Nursing
Leticia Murphy, Nursing
Sheilah Murphy, Gillette Center
Jacqueline Myers, MGH Institute of Health Professions
Youssef Naciri, Main Operating Room
Sara Nadelman, Psychiatry
Sharon Nadworny, Nursing
Jacquelyn Nally, Emergency Services
Jennifer Nash, Pathology
Anan Nathif, Managed Care Operations & Analysis
Chardiesha Neal, Bulfinch Temporary Service
Angel Negron, Nutrition and Food Services
Heather Nelson, Nursing
Marjorie Nelson, Professional Billing Office
Robin Nelvy, Cardiology Division
A. Roberta Nemeskal, Case Management
Eirini Nestoridi, Pediatric Service
Nikki Neumann, Nursing
Mai Nguyen, Materials Management
Thao Nguyen, Nursing
Mary Nichols, Nursing
Heather Nicholson, Bulfinch Temporary Service
Heidi Nielsen, CIMIT
Kathryn Nieves, Nursing
Maria Nijssen, Radiology
Matthew Nippins, Physical and Occupational Therapy Services
Erika Nixon, Radiology
Sherell Noble, Nursing
Jenny Nocker, Cardiology Division
Monique Noelle, Psychiatry
Arianne Norris, Radiology
Shana Novak, Development and Major Gifts
Lawrence Nucci, Transportation Services
Fabio Nunes, Neurology
Herman Nunez, Buildings and Grounds
Kristin Nuttall, Nursing
Charlene O'Connor, Main Operating Room
Christine O'Connor, Orthopædics
Kevin O'Connor, Physical Medicine and Rehabilitation
Kristin O'Donnell, Nursing
Mary O'Donnell, Dermatology
Walter O'Donnell, Pulmonary
Michelle O'Donoghue, Cardiology Division
Lynn Oertel, Nursing
Honor O'Hara, Gillette Center
Meredith O'Keefe, Nursing
Rita Olans, Revere HealthCare Center
Myrone Oliphant, Nursing
Marie Oliveira, Bulfinch Temporary Service
John Oliver, Environmental Safety
Erin O'Malley, Anesthesia
Rosemary O'Malley, Nursing
Kendria O'Neal, Cancer Center
Sarah O'Neil, Psychiatry
Karen Orband, Nursing
Jennifer Orcutt, Nursing
Tanya Orellana-Diaz, Professional Billing Office
Michelle Orlandella, Nursing
Joyce Orlowski, Nursing
Luz Orrillo Torres, Nursing
Sandra Orsulic, Pathology
Zaida Ortega, Neurology
Ellen Orthlieb, Nursing
Helen Osborne, Radiology
Deborah O'Shaughnessy, Cardiology Division
Elizabeth Osorio, Chemistry
Pembe Ozdinler, Neurosurgery
Alison Packard, Obstetrics and Gynecology Service
Jessica Page, Nursing
Laureen Pagliaro, Revere HealthCare Center
Gene Pagnani, Pathology
Alicia Palladino, Nursing
Jamie Pambianchi, Neuroendocrine
Andrea Pannone, Pathology
Frank Panzarella, Radiology
Poonam Pardasaney, Physical and Occupational Therapy Services
Leslie Parechanian, Revere HealthCare Center
Emmanuella Paris, Nursing
Yvonne Paris, Pediatric Service
Michele Parkinson, Neurology
Anoush Parris, Anesthesia
Valarie Pascale, Transportation Services
Gina Passmore, Radiation Oncology
Chhaya Patel, Chemistry
Rajendra Patel, Pharmacy
Brian Patrinelli, Police, Security and Outside Services
Emily Paxton, GCRC
Toni-Ann Pedi, Nursing
Martina Pena, Professional Billing Office
Zhaoping Peng, Lab of Computer Science
Nicholas Pepe, Pediatric Service
Sanja Percac-Lima, Chelsea HealthCare Center
Kimberly Perry, Professional Billing Office
Frank Pesanello, Buildings and Grounds
Julie Pester, Radiology
Connie Peters, Orthopædics
John Petrozza, Obstetrics and Gynecology Service
Warren Pettingell, Neurology
Carter Petty, Psychiatry
Heidi Pfeifer, Neurology
Laura Phelps, Nursing
Anne Philbin, Obstetrics and Gynecology Service
Marion Phipps, Nursing
Richard Piccuito Nursing
Lorrie Pierce, Hematology / Oncology
Gertha Pierre, Environmental Services
Lisa Pike, Neurology
Salvador Pineda, Nutrition and Food Services
Tennisha Pinnock, Obstetrics and Gynecology Service
Helena Pires, Main Operating Room
Maria Pires, Protocol Office Administration
Michelle Pisapia, Hematology / Oncology
Elizabeth Platka, Bulfinch Temporary Service
Jill Platko, Psychiatry
Chanda Plong, Nursing
Meagan Plummer, Nursing
Edgar Polanco, Materials Management
Stuart Pomerantz, Radiology
Nora Popp, Pathology
Maryanne Posivak, Nursing
Kristin Powell, Surgery
Stephen Power, The Clubs at Charles River Park
Ellen Powers, Radiology
Leland Powers, Infectious Disease Unit
Hima Prabhakar, Radiology
Shilpa Prabhakar, Neurology
Madhavi Prakash, Psychiatry
Maria Praskova, Molecular Biology
Ronaldo Puerta, Materials Management
Gayle Puopolo, Executive Health Services
Ruth Purtilo, MGH Institute of Health Professions
Carole Quarrington, Clinical Research Program
Colleen Quinn Sainato, Radiology
Cesar Quintero, CCM
James Quirk, Nutrition and Food Services

Tommi Raij, Radiology
Bertha Ramirez, Main Operating Room
Kevin Raskin, Orthopædics
Eva-Maria Ratai, Radiology
Ann Rebal, Radiology
Scott Regenbogen, Surgery
Katharine Reidy, Nursing
Daniel Reis, Cardiology Division
Megan Reller, Infectious Disease Unit
Nicole Remare, Anesthesia
Douglas Rennie, CBRC
Joseph Reyes, Police, Security and Outside Services
Fred Reynolds, Radiology
Kate Reynolds, Nursing
Peter Reynolds, The Clubs at Charles River Park
Ina Rhee, Hematology / Oncology
Robert Riccitelli, Orthopædics
Peter Rice, Radiology
Daniel Richardson, Oral & Maxillofacial Surgery
Shelly Riley, Office for Visitor Education Program
Todd Rinehart, Social Services
Mary Ring, Nursing
Maritza Rivera, Gastrointestinal Unit
Suzanne Roache, Social Services
Andrea Roberts, Nutrition and Food Services
Helena Robinson, Nursing
Melissa Robinson, Case Management
Aurelia Robson, Bulfinch Temporary Service
Maria Rodrigues, Health Information Services
Jamie Rodriguez, Protocol Office Administration
Jose Rodriguez, Main Operating Room
Joshua Roffman, Psychiatry
Judith Rogers, Professional Billing Office
Marjorie Rojas, Obstetrics and Gynecology Service
Sandra Roland, Main Operating Room
Sean Rollins, Infectious Disease Unit
Ruth Romano, Internal Medicine
Alvaro Romero, Environmental Services
Lizmer Rosado, Mass General Medical Group
Tina Rosado, Mass General Medical Group
Deborah Rosenbloom-Brunton, MGH Institute of Health Professions
Kenneth Rosenfield, Cardiology Division
Arthur Ross, Police, Security and Outside Services
Natalia Rost, Neurology
Stephen Rothenberg, Hematology / Oncology
Christian Rouleau, Oral & Maxillofacial Surgery
Susan Rowan, Nursing
Rebecca Rowntree, Molecular Biology
Krista Rubin, Hematology / Oncology
Gina Ruscitti, Nursing
John Russi, Operating Room Administration
Catherine Rutledge, Nursing
Laura Ryan, Nursing
Liam Ryan, Surgery
Mary Ryan, Clinical Research Program
Mary Sabatini, Obstetrics and Gynecology Service
Sonita Sadio, Urology
Paul Sagarino, Transportation Services
Gerard Saint Martin, Nutrition and Food Services
Sina Sakhen, Revere HealthCare Center
Mamadu Sall, Nutrition and Food Services
Marcia Salvucci, Main Operating Room
Marcelo Sampang, Nursing
MaryBeth Sampson, Nephrology
Robert Samuel, Operating Room Administration
Andrew Samuelson, Molecular Biology
Vanessa Sanchez, Revere HealthCare Center
Carmen Sandoval, Health Information Services
Diane Sands, Case Management
Yolanda Santana, Internal Medicine
Susan Santangelo, Psychiatry
Brenda Santiago, Mass General Medical Group
Joyce Santoro, Main Operating Room
Lori Santoro, Gastrointestinal Unit
Tulio Santos, Neurology
Patience Sanusi, Nursing
Susan Sargent, Main Operating Room
Jessica Sarro, Pathology
Jennifer Saulnier, Nursing
Lisa Savitscus, Nursing
Angela Savlidis, Hematology / Oncology
Suntara Say, Revere HealthCare Center
Thomas Scalese, Environmental Services
Donna Scarborough, Orthopædics
Nancy Sceery, Surgery
Lidia Schapira, Hematology / Oncology
Jessica Schauber, Nursing
Sharon Schiappucci, Nursing
Russell Schmitt, Cardiology Division
Mark Schnell, Pharmacy
Inbar Schreiber, Nursing
Julian Schulze-zur-Wiesch, AIDS Research Center
Doreen Scola, Radiology
Rose Seeley, Obstetrics and Gynecology Service
Gerri Segal, Physical and Occupational Therapy Service
Sarah Seguin, Nutrition and Food Services
Kimberly Seleyman, Nursing
Monique Sellas, Emergency Services
Amy Sem, Cancer Center
Raphael Semerzier, Environmental Services
Nancy Sencabaugh, CIMIT
Emily Senecal, Emergency Services
Ihn Seong, Neurology
Alireza Sepehr, Pathology
Lecia Sequist, Hematology / Oncology
Palaniappan Sethu, Surgery
Sanja Sever, Nephrology
Carole Shapiro, Speech / Language Pathology
Dahlia Sharon, Radiology
Gregory Sharp, Radiation Oncology
Phyllis Shaw, Nursing
Adam Shaywitz, Medicine
Kathryn Shea, Cardiology Division
Yiping Shen, Neurology
Kimberly Sheppard, Nursing
Kathy Sherburne, Nursing
Keiko Shioda, Cancer Center
Timothy Shoup, Radiology
Amy Shugrue, Nursing
Jill Shulman, Kenneth B. Schwartz Center
David Shumaker, Psychiatry
Adam Shuman, Emergency Services
Stanley Silverman, Cancer Center
Ellen Silvius, Nursing
Grace Simpson, Nursing
Kristine Sinagra, Cardiology Division
Angela Singleton-Scott, Gillette Center
Sonya Sisco, Cardiology Division
Cheryl Slater, Nursing
John Sledge, Orthopædics
Halina Slowik, Emergency Services
Waveney Small-Cole, Patient Care Services
Christine Smith, Cardiology Division
Demetrius Smith, Emergency Services
Gary Smith, Surgery
Kristin Smith, Registration and Referral Center
Mwandishi Smith, Nursing
Valerie Smith, Cancer Center
Valerie Smith, Nursing
Gromoslaw Smolen, Cancer Center
Olga Soto, Chelsea HealthCare Center
Chad Soupir, Pathology
Jennifer Space, Psychiatry
Joyce Spataro, Chaplaincy Department
Elizabeth Speliotes, Gastrointestinal Unit
Beverly Spicer, Protocol Office Administration
Colleen Squires, Rheumatology
Marie St. L. Rock, Nursing
Margaret St. Marie, Microbiology
Kristen Stadtlander, Anesthesia
Aljani Stanley, Radiation Oncology
Laura Stanley, Bulfinch Temporary Service
Marie Stanley, Gillette Center
Allen Steere, Rheumatology
Julie Stepanian, Pediatric Service
Matthew Stevens, Nursing
Amy Stirman, Surgery
Christine Suchecki, Nursing
Tracey Sughrue, Anesthesia
Ronald Sullivan, Radiology
Yihong Sun, CCM
Donald Swan, Chemistry

Lydecke Sweet, Charlestown HealthCare Center
Matthew Swenson, Pharmacy
Kathryn Swinerton, Professional Billing Office
Peggy Sylvanowicz, Nursing
Herbert Szeto, Materials Management
Joshua Tam, Radiation Oncology
Patricia Tammaro, Nursing
Bakhos Tannous, Neurology
Idalina Tavares, Nursing
Amy Taylor, Psychiatry
Kiswana Taylor, Podiatry
Kelli Teeple, Nursing
Robert Teich, Radiology
Jacinta Tejada, Health Information Services
Habtemariam Teklay, Police, Security and Outside Services
Jennifer Terrasi, Human Genetics Unit
Nii Tetteh, Chelsea HealthCare Center
Bijoy Thomas, Radiology
Michelle Thomas, Nursing
Brenda Thornell, Neurology
Tesfamariam Tikabo, Bulfinch Temporary Service
Victor Toledo, Bulfinch Temporary Service
Alice Tommasidi Vignano, Dermatology
Debby Torres, Chelsea HealthCare Center
Jose Torres, Charlestown HealthCare Center
Ulysses Tosike, North End Community Health Center
Patricia Tracy, North End Community Health Center
Hiep Tran, Pharmacy
Theodora Triantafilopoulos, Nursing
Nhi-Ha Trinh, Psychiatry
Alexei Trofimov, Radiation Oncology
Niza Troncoso, Social Services
Anthony Trunfio, Chemistry
Ching-Hsuan Tsai, Molecular Biology
Kitman Tsang, Nursing
Anastasia Tsiantoulas, Nursing
Athe Tsibris, Infectious Disease Unit
Olga Tsukurov, Bulfinch Temporary Service
Stephanie Tucker, Neurology
Elizabeth Turnock, Medicine
Mireille Tushiminina, Blood Transfusion
Carol Tyksienski, Nursing
Diane Uliss, MGH Downtown
Monica Ulles, Pediatric Service
Michael Urbati, Pharmacy
Stacy Vail, Respiratory Care
Lisa Valente, Nursing
Catherine Valentine, Infectious Disease Unit
Eve Valera, Psychiatry
Olga Valuyeva, Bulfinch Temporary Service
Charles Vanderburg, Neurology
Candace Vandergrift, Health Information Services
E. John Vanderpool, Revere HealthCare Center
Thomas VanderSalm, Surgery
Mark Vangel, Radiology
Klaus vanLeyen, Radiology
Carlos Vasco, Cardiology Division
Ghislaine Vatelia, Nursing
Stacie Veilleux, Nursing
Aradhana Venkatesan, Radiology
Antonette Vera, Neurology
Kevin Vest, Cancer Center
Stephen Vey, Buildings and Grounds
Jillian Villani, Nursing
Dorian Vincent, Orthopædics
Philip Violette, Nursing
Joan Vivaldelli, Nursing
James Vlahakis, Bulfinch Temporary Service
Catry Volcy, Physical and Occupational Therapy Services
Ariana Vora, Physical Medicine and Rehabilitation
Lucille Voto-Romain, MGH Back Bay
Judith Voufo, Nursing
Maureen Walden, Emergency Services
Janet Waldmann, Physical and Occupational Therapy Services
Carol Walker, Bulfinch Temporary Service
Stuart Wallace, Psychiatry
Karen Wallach, The Clubs at Charles River Park

Kathleen Wallis, Professional Billing Office
Mark Walsh, Radiology
Emily Wan, Medicine
Jingdong Wang, Cardiology Division
Ling Wang, Neurology
Shuxing Wang, Anesthesia
Keith Wannomae, Orthopædics
Emine Ward, Psychiatry
Andrea Warner, Nursing
Bernadette Warren, Nursing
Jaime Waters, Buildings and Grounds
RoseAnne Waters, Psychiatry
Michael Watkins, Surgery
Nasya Watler, Nursing
Kimberly Watson, Nursing
Andrea Weathers, Nursing
Helen Weber, Nursing
Robert Weber, Psychiatry
Jennifer Weiner, Obstetrics and Gynecology Service
Steven Weiner, Chemistry
Julie Wells, Cancer Center
Heidi Wencel-Thermenos, Radiology
Shante West, Nursing
Roland Wharton, Operating Room Administration
Nancy White, Cancer Center
Monica Whitlow, Surgery
Stephan Wicky, Radiology
Lynn Wilcott, Transplant Surgery
Nicole Wilcox, Nursing
Robin Wilkins, Cardiology Division
Charles Williams, Bulfinch Temporary Service
Kimberly Williams, Nursing
Tory Williams, Infectious Disease Unit
Christie Williamson, Main Operating Room
Sarah Williamson, Psychiatry
Anne-Marie Wills, Neurology
Kristen Wilson, Nursing
Joseph Winn, Transportation Services
Christine Witham, Pathology
Juliana Woda, Neurology
John Wolfgang, Radiation Oncology
Cynthia Wong, Nursing
Monera Wong, Geriatrics
Nancy Wong, Medicine
Claire Wood, Case Management
Kathleen Woods, Nursing
Patrick Worrell, Transportation Services
Christine Wright, Nursing
Douglas Wright, Medicine
Nancy Wright, Nursing
Paula Wright, Infection Control
Gang Wu, Molecular Biology
Jeffrey Wu, CBRC
Lin Wu, Nursing
Steven Wu, Nephrology
Xiaodong Wu, Dermatology
Thomas Wuerz, Orthopædics
Jason Wyland, Endocrine Unit
Dean Xerras, Chelsea HealthCare Center
Patrick Yachimski, Gastrointestinal Unit
Dehong Yang, Endocrine Unit
Fajun Yang, Cancer Center
Wei-Hong Yang, Allergy/Immunology Unit
Constantine Yannakogeorgos, Pharmacy
Marina Yaroshenko, Psychiatry
David Yassa, Chelsea HealthCare Center
Karen Yee, Nursing
Samuel Yee, Biomedical Engineering
Katherine Yniguez, Chelsea HealthCare Center
Stanton Young, Molecular Biology
Lunyin Yu, Pulmonary
Chi Yuen, Environmental Services
Susan Zackon, Managed Care Operations & Analysis
Dongsheng Zhang, Reproductive/Endocrine
Mingji Zhang, Chemistry
Shao-Ling Zhang, Pediatric Service
Li Zhou, CCIB
Yenong Zhou, Radiation Oncology
Chun-Chi Zhu, Cancer Center
Jing Zhu, Pediatric Service
Rui-Ying Zhu, Radiology
Inna Zinger, Nursing
Servete Zinxhirija, Radiology
Jonathan Zivan, Protocol Office Administration
Keyong Zou, Molecular Biology
Nela Zvereva, Cancer Center

Helping parents in challenging times

More than one million Americans are diagnosed with cancer each year. One-fourth of these patients have children under the age of 18, and many have more than one child in this age group.

To help guide parents during such a challenging time, the Marjorie E. Korff PACT (Parenting At a Challenging Time) Program at the MGH offers support to parents who are receiving reatment at the Massachusetts General Hospital Cancer Center. Guests at an Oct. 5 John D. Stoeckle Center for Primary Care Innovation seminar had he opportunity to learn about the program from Paula K. Rauch, MD, child psychiatrist and founding director of the PACT Program.

Rauch explained that the program provides guidance for parents experiencing life-threatening illnesses. She described how PACT clinicians – all child psychiatrists or psychologists – collaborate with parents to develop a plan to support each child's continued healthy development.

"Parenting while experiencing a ife-threatening illness is always challenging," says Rauch. "We respect that parents are the experts on their own children. We offer child development and mental health knowledge to enable us to together craft the best possible support system, communication strategy and environment for the child or children through their illness, and if need be, through the parent's death."

The PACT Program will be featured in an upcoming issue of *Newsweek* and online at *www.msnbc.com.* For more information about the program, access *www.mghpact.org.* ●

Taking steps to be flu-free this season

The Centers for Disease Control and Prevention and the Joint Commission have made the reduction of influenza transmission from health care professionals to patients a top priority and have implemented standards for the vaccination of health care staff.

Co-Workers
Children Colleagues
Friends Patients Family Elders
I did it for you

To address this and help prevent the spread of influenza, MGH Occupational Health Services (OHS) has launched the 2007-2008 annual staff vaccination campaign with the theme, "Do it for them" – for patients, colleagues, family, friends and others. Sufficient quantities of the vaccine for all employees have been ordered, and all staff members, particularly caregivers, are encouraged to be vaccinated.

To be vaccinated, employees must bring an MGH or Partners ID badge and wear clothing that rolls easily up to the top of the arm. Latex-free vaccines are available, but employees needing these vaccinations should call OHS at (617) 726-2217 prior to attending the clinics. All those who receive a flu shot automatically will be entered into a raffle for the chance to win a football or helmet signed by a New England Patriots football player.

Health care workers are at a high risk of developing and spreading the flu due to the nature of their professional duties. Healthy adults can infect others as early as one day before symptoms develop and up to five days after becoming sick. Therefore, to effectively prevent flu infection, staff should always cover their mouth and nose when sneezing and coughing and keep their hands clean by regularly using an alcohol-based hand cleanser such as Cal Stat or washing with soap and water for at least 20 seconds.

For those unable to attend the clinics, OHS will schedule appointments beginning Oct. 29. Walk-in service also will be offered every Thursday, beginning Nov. 1, from 10:30 am to 5 pm at 165 Charles River Plaza, Suite 404. There are several clinics scheduled for staff:

MAIN CAMPUS

LOCATION: Wang ACC Tea Leaves & Coffee Beans Cafeteria
DATES: Oct. 22 to Oct. 26
TIMES: 7 am to 5 pm

MAIN CAMPUS

LOCATION: Main Corridor next to Coffee Central
DATES: Oct. 27 and Oct. 28
TIMES: 7 am to 5 pm

MGH EAST/CNY/ ONE CONSTITUTION CENTER

LOCATION: CNY Building 149, first floor lobby
DATES: Nov. 1 and Nov. 8
TIMES: 8:30 am to 3 pm on Nov. 1
8:30 am to 1 pm on Nov. 8

MGH WEST

LOCATION: PARC Conference Room, first floor, Room 190
DATES: Nov. 5
TIME: 2 to 5 pm

MGH SOMERVILLE

LOCATION: Training/Conference Room 211, second floor
DATE: Nov. 6
TIME: 9 am to 11:30 am

MGH MEDFORD/REGISTRATION AND REFERRAL CENTER (RRC)

LOCATION: European Conference Room
DATE: Nov. 6
TIME: 1 to 3:30 pm

SCHRAFFT'S CENTER

LOCATION: Assembly Rooms B & C, fifth floor
DATE: Nov. 8
TIME: 8:30 am to 2 pm

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What's Happening

Clinical systems audit

Beginning Nov. 12, the MGH/MGPO will hold a clinical systems audit. The audit will review employees with access to the Longitudinal Medical Record (LMR) and the Clinical Data Repository (CDR). Managers who supervise employees with LMR or CDR access will receive an e-mail Nov. 12 with a link to the clinical systems audit website. Managers can view a list of staff with current LMR and CDR access and will need to indicate if any access should be removed. The review period ends Dec. 7. For more information, contact Christine Griffin at *cgriffin7@partners.org* or (617) 726-6360.

Senior HealthWISE events

MGH Senior HealthWISE will host the following events: a film screening of "Some Like it Hot" Oct. 17, from 10:30 am to 12:30 pm in the Haber Conference Room; a presentation of "When the Golden Years Don't Feel So Golden: Understanding Depression" Oct. 18, from 11 am to noon in the Haber Conference Room with guest speaker Mary Lussier-Cushing, APRN; a memoir writing workshop Oct. 22, from 11 am to noon at the West End Library; and a flu clinic Oct. 22, from 1:30 to 3:30 pm at the West End Library. Registration is required for the film screening and memoir writing workshop. For more information or event registration, call (617) 724-6756.

Human studies protocol lecture

The MGH Clinical Research Program will host "What Does the IRB Really Want? How to Write a Human Studies Protocol" Oct. 24, from 4 to 5 pm at the Simches Research Center, Room 3110. Elizabeth Hohmann, MD, chair and director of the Partners Institutional Review Board (IRB), will present. The lecture qualifies for AMA Category 1 credit for investigators and continuing education credit for nurses. To register, visit *hub.partners.org/catalog/crp-2006-whatdoesirbwant.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

Eldercare series

As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "Care at Home" Oct. 16, from 5:15 to 6:30 pm in the Blum Center with Barbara Moscowitz, LICSW. For more information, contact Moscowitz at (617) 726-4612.

Mind body seminar

The Benson-Henry Institute for Mind Body Medicine at MGH will offer "Mind Body Strategies for Successful Aging" Oct. 15, from noon to 1:30 pm at the institute at 824 Boylston St., Chestnut Hill. Ann Webster, PhD, of the institute, will present. For more information or to register, e-mail *mindbody@partners.org.*

United Way campaign

The MGH's 2007 United Way campaign will kick-off Nov. 8 with a celebration in the Bulfinch Tent from 11:30 am to 2 pm. More information will be available in future issues of *MGH Hotline.*

Breastfeeding seminar

The Partners Employee Assistance Program will sponsor a "Nourishing Your Newborn" seminar Oct. 16, from noon to 1 pm in the Bulfinch Building, Room 222. Germaine Lambergs, MGH lactation consultant, will present. The seminar will include a tour of the Mother's Corner. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Smoking cessation program

The MGH Tobacco Treatment Service will offer a seven-week smoking cessation program Wednesdays beginning Oct. 31 at 5:30 pm. Topics will include preparing to quit, coping with stress and preventing weight gain. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Pre-registration and a registration fee on a sliding scale are required. For more information or to register, call (617) 726-7443.

Vincent Club benefit

The Vincent Club, which supports the activities of the MGH Vincent Obstetrics and Gynecology Service, will host a vendor show at Vinique Boutique, 71 Brimmer St., Boston. The event will be held Oct. 26, from 10 am to 4 pm with a Sip and Shop from 5:30 to 8 pm; and Oct. 27, from 10 am to 4 pm. Tickets are $10 at the door. All proceeds benefit the MGH Vincent Obstetrics and Gynecology Service.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

In General

Dianne M. Finkelstein, PhD, of the MGH Biostatistics Center, has been awarded a five-year, $16.8 million contract from the National Cancer Institute at the National Institutes of Health (NIH) to serve as principal investigator for the Data Coordinating Center for the Cancer Genetics Network (CGN). The CGN is a national network with 14 clinical centers supporting studies in populations with an inherited predisposition to cancer. The resource is available to support studies on the genetic basis of cancer susceptibility, integrating this information into medical practice and the behavioral, ethical and public health issues associated with human genetics. For more information, visit *hedwig.mgh.harvard.edu/cgn/.*

The Friends of the MGH Cancer Center awarded a one-year grant to **Jane Miller, RN,** of the Yawkey 8 Infusion Unit, in recognition of her exemplary service and dedication to patients undergoing chemotherapy. Miller plans to use the funding to further her education in an adult nurse practitioner master's degree program.

October 19, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Photo: Darren McCollester/PR Newswire©HHMI

Haber named HHMI Patient-Oriented Researcher

Daniel Haber, MD, PhD, director of the MGH Cancer Center, has been named a Patient-Oriented Researcher by the Howard Hughes Medical Institute (HHMI). Haber is one of 15 investigators selected from 242 applicants in a nationwide competition. The award will support Haber's studies examining how genetic mutations that lead to the development of cancer may also make tumors susceptible to treatment with particular drugs, an approach known as targeted therapy.

Traditionally supporting researchers focused on the genetic, molecular and cellular basis of

(*Continued on page 3*)

Celebrating Ether Day

Ether Day is an MGH tradition that has its roots in the historic date of Oct. 16, 1846, when William T.G. Morton, a Boston dentist, launched the modern era of pain-free medicine by demonstrating the use of anesthetic ether during surgery. Today, the MGH takes this October milestone as an opportunity to honor MGHers for their commitment and loyalty to the hospital. Employees who have worked at the MGH for five, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55 and 60 years were honored with pins, colored ribbons, speeches and special performances by the Ether Day dancers at the Oct. 12 event. This year, 2,762 employees were saluted for their years of exceptional service.

Ether Day Celebration

Shaping exceptional service

Customer service is a key component in shaping a patient's care experience at the MGH, but many leaders may find that creating an exceptional service culture in their departments can be challenging. On Sept. 26, the MGH/MGPO Service Improvement Department hosted the latest installment in its Service Learning Series, "Making Service Really Happen," with guest speaker Liz Jazwiec, a nationally recognized speaker specializing in improving customer and employee satisfaction.

Jazwiec has considerable expertise in the service field. When she was vice president of Patient Care and director of Emergency Services at Holy Cross Hospital in Chicago, patient satisfaction scores jumped from the 5th to 99th percentile, leading to a *Fortune* magazine Enterprise Award for Best Business Practices in 1996.

Jazwiec

Jazwiec's presentation focused on the "how-to" of creating a service culture by changing behaviors, not attitudes; linking service to quality; emphasizing that changing perceptions is not difficult for staff, just different; and using scripts as an employee tool. At the heart of her discussion was the idea that consistently providing outstanding service makes employees' jobs more rewarding.

"Customer service is about making things easier for people, making them feel more comfortable and less anxious," said Jazwiec. "The point of health care is to make people feel better. If there is an industry that should teach people how to deliver a service with care and compassion, shouldn't it be health care?"

For more information about the Service Learning Series, contact Cindy Sprogis of the Service Improvement Department at *csprogis@partners.org* or (617) 726-1030. ●

Founders
Warren
Gray/Bigelow
Jackson
Bulfinch

Ponte, right, shares ovarian cancer education materials.

Survivors spread the word about ovarian cancer

Educating MGHers about the symptoms, testing options and treatment of ovarian cancer was the goal of a Sept. 27 information table sponsored by OCEAN (Ovarian Cancer Education Awareness Network) at the MGH Cancer Center. OCEAN is an organization founded six years ago by MGH ovarian cancer survivors and their family members. In addition to its public awareness campaigns, OCEAN also has organized a number of successful fundraisers, including an annual road race and a golf tournament, to raise support for cancer research.

For more information about OCEAN, contact Wanda Ponte, RN, at *wponte@partners.org* or (617) 724-4100. ●

MINDSCAPES art gala supports MGH Psychiatry

Having been ranked the top psychiatry program in the country by *U.S. News & World Report* for 12 consecutive years, the MGH Department of Psychiatry has long been recognized for its exceptional care. In addition to its renowned research programs in mental illnesses such as depression and bipolar disorder, the department also treats tens of thousands of patients per year.

On Nov. 3, the department will host MINDSCAPES, a gala art auction, to raise support for all MGH Psychiatry programs. The event will be held at the InterContinental Hotel in Boston. More than 60 pieces of art in a variety of media will be on the auction block, and approximately 500 guests are expected to attend.

Says Jerrold Rosenbaum, MD, chief of Psychiatry, "MINDSCAPES is the ideal venue for friends of MGH Psychiatry and enthusiasts of fine art to join in support of our research, patient care and education initiatives."

For information about tickets or sponsorship, contact Frank Soldo at *fsoldo@partners.org* or at (617) 724-0186.

Shaping the MGH campus for its third century

The MGH has come a long way since some of its first patients arrived by way of the Charles River, which extended nearly to the Bulfinch Building before the river's tidal flats were filled to create new land in 1860. From waterfront beginnings as a one-building hospital, today the MGH occupies most of the area where the West End meets Beacon Hill and includes five health centers, research facilities in Charlestown and outpatient practices throughout the city and suburbs west of Boston.

In the past five years, the MGH downtown campus has expanded to accommodate growth in patient care and research. Major real estate projects during this period included construction of the Yawkey Center for Outpatient Care, the Richard B. Simches Research Center in Charles River Plaza and the vacating of three older buildings – the Clinics, Vincent Burnham Kennedy (VBK) and Tilton buildings. In November, the Clinics, VBK and Tilton buildings will be demolished to prepare the site for construction of the next major project, the Building for the Third Century (B3C), a 530,000-square-foot clinical facility. The B3C will be built where the three buildings currently stand and is scheduled to be completed in 2011, the hospital's bicentennial anniversary.

As MGHers moved into the Yawkey and Simches Research centers, more than 130,000 net square feet of space opened up throughout the hospital. With this amount of space to "backfill" and new leased sites near campus, the MGH took advantage of a unique opportunity to relocate all occupants of the Clinics, VBK and Tilton buildings in time for the fall 2007 demolition. At the same time, planners further reorganized the campus into building "zones" of patient care, research and administrative uses to enhance efficiency, convenience and accessibility for patients, visitors and staff. Over the past five years, hospital leaders and members of the MGH Planning and Construction and the Partners Real Estate and Facilities offices have orchestrated these series of projects, integrating strategic planning priorities with relocation requirements, to meet the demolition deadline. The end result has been a better-defined campus and a site now being readied for construction of the B3C.

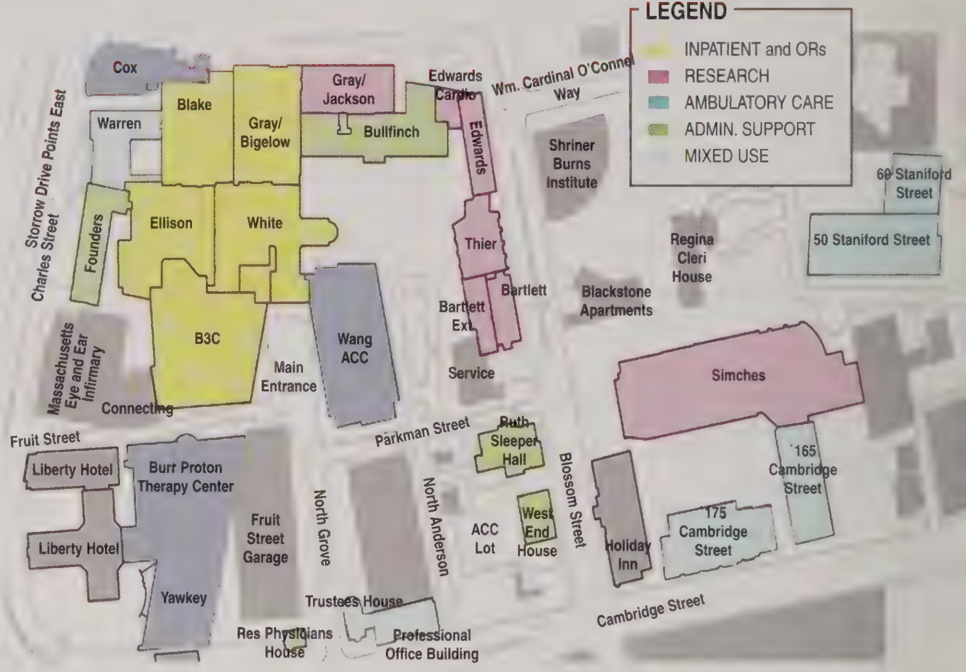
Hundreds of MGHers have been directly involved in planning and implementing the projects related to expanding and redefining the geographic scope of the MGH campus. At this point, just prior to bringing down the three buildings and another five-year construction period, it's worth pausing to take a look at some of what has been accomplished by reshaping the MGH campus for the future. ●

2

Making sense of the hospital campus

In reconfiguring the hospital campus, patients and their families held the foremost place in the minds of MGH administrators and planners. To improve accessibility and convenience for ambulatory patients, most departments serving these patients have relocated to facilities around the campus perimeter in locations such as the Yawkey Center, Charles River Plaza, Wang Ambulatory Care Center (WACC), and the Cox and Professional Office buildings. More than 400,000 square feet of ambulatory/consultation suite space has been renovated or built during the past five years to accommodate patients and staff at these outpatient clinics.

Relocations to the Yawkey Center also opened up several floors of the inpatient buildings of Blake, Ellison, White and Gray/Bigelow. These vacated floors have been converted from ambulatory care and administrative suites to inpatient, procedure and diagnostic support units such as the Neonatal Intensive Care, Pediatric Intensive Care, Emergency Department Observation, and inpatient Echo and Stress Testing units.

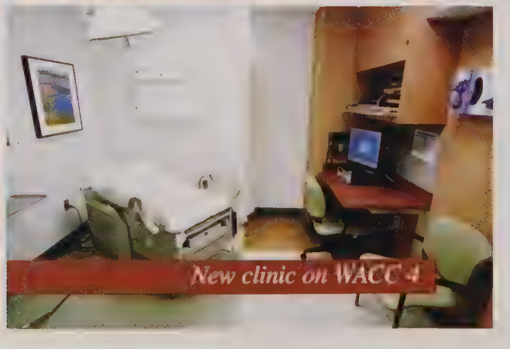

LEGEND
INPATIENT and ORs
RESEARCH
AMBULATORY CARE
ADMIN. SUPPORT
MIXED USE
Cox
Warren
Blake
Gray/ Bigelow
Gray/ Jackson
Bullfinch
Edwards Cardio
Edwards
Wm. Cardinal O'Connell Way
Shriner Burns Institute
60 Staniford Street
50 Staniford Street
Storrow Drive Points East
Charles Street
Founders
Ellison
White
Thier
Bartlett
Bartlett Ext
Regina Cleri House
Blackstone Apartments
B3C
Main Entrance
Wang ACC
Service
Simches
Massachusetts Eye and Ear Infirmary
Connecting
Fruit Street
Parkman Street
Ruth Sleeper Hall
165 Cambridge Street
Liberty Hotel
Burr Proton Therapy Center
Fruit Street Garage
North Grove
North Anderson
ACC Lot
West End House
Blossom Street
Holiday Inn
175 Cambridge Street
Liberty Hotel
Yawkey
Trustees House
Res Physicians House
Professional Office Building
Cambridge Street

Many departments have consolidated teaching and administrative spaces on campus or at nearby leased suites. The Founders Building now houses mostly administrative and support offices in its refurbished interiors and the Bulfinch, Edwards and White buildings have transformed floors and suites from research and patient care sites to administrative office spaces.

Also during this five-year period, several research departments have relocated to renovated spaces and new sites. The Simches Research Center, buildings at CNY and renovated floors in the Thier and Jackson buildings have provided more than 400,000 square feet of lab and research space for MGH investigators to continue advancing medicine. ●

New Neonatal Intensive Care Unit space on Blake 10

A renovated waiting room on WACC 4


New clinic on WACC 4

Many hands make light the work

Without the cooperation and assistance of thousands of MGHers, the reshaping of the MGH campus would not have been possible. In the past two years, a series of projects related to vacating the Clinics, VBK and Tilton buildings has required renovations in 20 buildings on 65 different floors. Approximately 2,400 MGHers have moved their clinics, labs or offices to help reorganize the campus map.

"I have been amazed by the transformation that has taken place in so many of our practices, offices and labs," says Peter L. Slavin, MD, president of the MGH. "The involvement of thousands of employees has enabled the MGH to grow, expand and continue to focus on the patient and create new advances in the delivery of care." ●

Where did everybody go?

Below is an alphabetized list of many of the departmental units that have relocated in the past three years as part of a series of capital projects that helped accommodate the hospital's strategic growth and relocate the occupants from the Clinics, VBK and Tilton buildings.

Program	Moved To
Acute Psychiatry	Founders 2
Anesthesia	Gray 4, White 5
Anesthesia Research	Thier 5
Anti-Coagulation Management	POB 5
Biomedical and OR Engineering	Ellison 3, Sleeper Hall
Bulfinch Medical Group	Wang 5
Cancer Center & Hematology Oncology	POB 2, Lawrence Hse
Cancer Center – Bone Marrow Transplant	Cox 1, 0 Emerson 1
Cancer Center – Radiation Oncology	Cox 1, 3, 10 Emerson 1
[illegible]ac Echo / Nuclear / PET-CT	Blake 2
Cardiac Surgery	Cox 6
Chaplaincy	Founders 6
Dermatology	50 Staniford 2
Emergency Adminstration	Founders 1, 5 Emerson 3
Endocrine Research	Thier 10,11
Harvard Credit Union	Bulfinch 1
Health Information Systems	Founders 8
HR – Employee Access Center	Bulfinch 1
HR – Employee Assistance Program	175 Cambridge 2 Bulfinch 1
HR – Mother's Corner	Bulfinch 1
Infection Control	Bulfinch 3

Program	Moved To
Infectious Disease	Cox 5, 6
Knight Center for Professional Development	Founders 3
Neonatal ICU	Blake 10
Neuroendocrine Research	0 Emerson Place 2
Neurology	Wang 7, 175 Cambridge 2
Neurosurgery	Wang 7
Nuclear Medicine	White 4
Orthopædic Residency Program	White 5
Patient Quality and Safety	Bulfinch 2
Patient Care Services – Misc. Admin	Founders 3, 6, POB 4
Pediatric Pulmonary and CF Center	POB 1
Pediatric ICU	Bigelow 6
Pediatrics	165 Cambridge 5
Psychiatry	One Bowdoin Square
Police and Security/Photo IDs	Wang 2, Bulfinch Bsmt
Social Services – Inpatient	Founders 6
Speech, Language, Swallowing, Reading	POB 3
Surgery – Specialty Clinics	WACC 4
Surgery – Transplant Research	Thier 8
Vincent Obstetrics and Gynecology	Founders 5
Vincent OB/GYN-Research	Thier 9
Volunteer and Interpreter Services	Gray Bsmt

🟪	🟦	🟩	🟥	🟨
Patient Care	Mixed - Patient Care and Administration	Administration and Support	Research	Inpatient

The Liberty Hotel

Renovated Charles/MGH MBTA train station

Aerial view of the West End

Changes to the West End neighborhood

Within the West End neighborhood, many changes have taken place alongside the MGH's transformation. The hospital has initiated a number of road and sidewalk improvements in the area as well as directional signage for pedestrians and drivers to better navigate the hospital campus. Safer intersection crossings and covered sidewalk routes along Blossom, North Grove and Fruit streets help ensure safety and comfort for patients, visitors and neighbors traversing the campus. In addition, streetscape improvements along Cambridge Street – such as new greenways, plantings and repaved sidewalks – have been completed by the City of Boston.

Recently, the Massachusetts Bay Transit Authority (MBTA) Charles Street train station was renovated. With the MGH contributing $2.5 million to the $36 million MBTA project, the 1930s relic was transformed into a modern transportation facility. MGH employees and patients now use a safer, contemporary and handicap-accessible station.

Also, the Liberty Hotel is now open. Once the old Charles Street Jail – Boston's historic prison housing some of the most infamous criminals in the city's history – the Liberty Hotel offers guests four-star accommodations, two dining venues and 6,000 square feet of meeting space for large and small groups. The hotel also features a renovated rotunda – a magnificent open dome, 90 feet high, which is the heart of the new hotel.

"Vesta," the first of five new luxury West End Apartment buildings, opened Oct. 15. The 14-story building stands next to the MGH and features views of the Charles River, Boston and Cambridge. Shortly after Jan. 1, three other apartment buildings named "The Villas," as well as a new public underground parking garage will open. In spring 2008, "Asteria," an 11-story building, will mark the completion of the new development along a new pedestrian walkway. MGH employees are eligible for discounts at these apartments.

Much of the Charles River Plaza is now the property of the MGH and is considered part of its campus, with an improved sidewalk crossing on Blossom Street expanding the campus eastward. The hospital now owns and occupies most of the 165 and 175 Cambridge St. clinical and office buildings, as well as the parking garage. The MGH is also the major occupant of 185 Cambridge St., known to MGHers as the Simches Research Center. ●

– Haber

(*Continued from page 1*)

disease, the HHMI initiated a grant award in 2002 for physician-scientists who combine their scientific investigations with direct patient care. Among this first group of Patient-Oriented Researchers was Bruce Walker, MD, director of the Partners AIDS Research Center at the MGH.

Haber's most recent discovery stemmed from what he has described as a virtual "eureka moment" in 2003, when reading a *Boston Globe* article on an MGH lung cancer patient whose tumor was nearly completely controlled by Iressa, a drug that was not successful for most patients. Haber knew that the leukemia drug Gleevec worked by targeting a specific mutation to which cancers may become "addicted," and he wondered if the selective responses to Iressa might also reflect a specific mutation that distinguishes susceptible forms of lung cancer.

Collaborating with a group of MGH Cancer Center researchers including Thomas Lynch, MD, now chief of MGH Hematology/Oncology, and Jeff Settleman, PhD, recently appointed scientific director, Haber's team demonstrated that particular mutations in the EGFR gene, which are targeted by Iressa, define a "nonsmokers" type of lung cancer that has an extraordinary response to Iressa and related "smart drugs." Their 2004 *New England Journal of Medicine* report has had a major impact on the treatment of lung cancer and the broader field of genetically-directed therapies.

"Our current work is aimed at finding agents that may overcome the resistance that lung cancers develop to this first generation of inhibitors and identifying other types of cancer with genetically susceptible subsets," says Haber. "This has been a terrific team effort, from both laboratory and clinical standpoints, and I expect the Howard Hughes support will have a very big impact on our ability to move forward at this critical time in developing cancer therapeutics." ●

CTAIPP launches Hazardous Drug Safety Project

Since the mid-1900s, cancer chemotherapy drugs have been used to treat millions of patients. While these drugs are life-saving, their potential risk to hospital employees who regularly come into contact with them are unclear. It is known that adhering to safety policies and procedures and using protective equipment greatly reduces health risks.

Several new devices designed to limit employee exposure to chemotherapy drugs recently have been developed. However, data on the value of these devices is limited.

MGH Cancer Center Nursing and Pharmacy leaders interested in these protective products brought them to the attention of Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, who asked the MGH Council for Technology Adoption and Innovative Process Promotion (CTAIPP) to evaluate the devices' effectiveness.

To ensure that all MGH employees who come into contact with chemotherapy drugs work in the safest possible environment and to evaluate the value of the protective devices, CTAIPP has launched the Hazardous Drug Safety Project, a comprehensive study to examine the health risks anticancer drugs may pose as they are handled at the MGH. A team of researchers and clinical leaders will review chemotherapy drug safety protocols from the time the drugs are received at the MGH loading dock, through their storage and preparation in the Pharmacy, their administration in patient care areas and their eventual disposal. The research team includes representatives from Pharmacy, Nursing, Environmental Services and Occupational Health Services, along with Harvard School of Public Health industrial hygiene experts Thomas Smith, PhD, MPH, and Robert Herrick, SD.

During the first phase of the project, the team will look for the presence of anticancer drugs in the work environment to assess the potential for employee exposure. The researchers will collect samples from surfaces throughout the MGH – floors, countertops, patient beds and other areas – and test for the presence of chemotherapy drugs. If such drugs are found, the researchers will work on approaches to reduce employee exposure, which may include analyzing employee blood or urine samples for the presence of anticancer drugs. If the team finds evidence of employee exposure, they also will evaluate new protective technology. Information gathered may also be used to revise existing hazardous drug policies and procedures to ensure that employees are working in the safest setting possible.

"This project will develop a first-of-its-kind surveillance program that will look at the entire journey anticancer drugs take through the hospital," says Harold J. DeMonaco, MS, co-chair of CTAIPP and chair of the project. "Other institutions have done limited studies to examine employee exposure. We will be taking a comprehensive approach looking at the potential of exposure to everyone who handles these drugs – nurses, pharmacists, pharmacy technicians and environmental service workers, along with patients and their family members. Based on what we find in the environment, we may ask employees for their assistance in later stages of the project. Any blood and urine samples collected from employees who volunteer will only be tested for a list of chemotherapy drugs. Recreational drug testing is not a component of this study."

Jackie Somerville, RN, PhDc, associate chief nurse, adds, "The clinical leadership at the MGH raised important concerns about the narrow focus of current chemotherapy drug safety products. With this project, we will explore how to protect our staff from potential hazards and ensure safe practices for all employees handling these anticancer drugs."

For more information about the Hazardous Drug Safety Project, contact DeMonaco at *hdemonaco@partners.org* or (617) 724-8253.

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WHAT'S HAPPENING

MGH Transplant Center symposium

The MGH Transplant Center will host its first annual symposium Nov. 17, from 10 am to 4 pm at the Simches Research Center. A reception will take place from 4 to 6 pm. All those with an interest in transplantation – both in patient care and research – are invited to attend. To register, visit *www.surveymonkey.com/s.aspx?sm=2RbdzHANPwsltrut1Hg3Kg_3d_3d.* For more information, e-mail Gary Smith at *gsmith4@partners.org.*

MGH on the small screen

Tune in Oct. 21 at 9 pm to see Steven Zeitels, MD, director of the MGH Voice Center, examine the vocal chords of Steven Tyler, lead singer of the band Aerosmith. The program, "Incredible Human Machine" airs on the National Geographic Channel.

Annual Joint Commission PPR

It has been nearly a year since the last hospitalwide Joint Commission survey. Members of the Joint Commission Operations Group are beginning the Periodic Performance Review (PPR), the annual review of compliance. The PPR will be filed with the Joint Commission in December and is an excellent way of measuring improvement and sustained performance, helping to keep employees survey-ready. For more information about the Joint Commission, contact Maryanne Spicer, director of Compliance, at (617) 726-5109.

Name change for HCNR

The Harvard Center for Neurodegeneration and Repair (HCNR) at Harvard Medical School has changed its name to the Harvard NeuroDiscovery Center. The center aims to transform promising discoveries into effective treatments and cures for neurodegenerative diseases such as Alzheimer's, Parkinson's, multiple sclerosis, ALS and Huntington's. For more information, visit *www.neurodiscovery.harvard.edu.*

Senior HealthWISE film series

The MGH Senior HealthWISE film series will offer a free screening of "Citizen Kane" Oct. 25, from 11 am to 1 pm in the Haber Conference Room. Registration is required. For more information or to register, call (617) 724-6756.

Eldercare series

As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "Alternatives to Home: Assisted Living, CCRC and Nursing Homes" Oct. 23, from 5:15 to 6:30 pm in the Blum Center. Barbara Moscowitz, LICSW, of the Geriatric Medicine Unit, will present. For more information, call Moscowitz at (617) 726-4612.

Mind body strategies seminar series

The Benson-Henry Institute for Mind Body Medicine at MGH will sponsor "Mind Body Strategies for Caregivers" Oct. 24, from 10 to 11:30 am at the institute at 824 Boylston St., Chestnut Hill. Patricia Martin Acari, RN, PhD, will present. Pre-registration is required. For more information or to register, e-mail *mindbody@partners.org.*

Vincent Club benefit

The Vincent Club, which supports the activities of the MGH Vincent Obstetrics and Gynecology Service, will host a gift show at Vinique Boutique, 71 Brimmer St., Boston. The event will be held Oct. 26, from 10 am to 4 pm with a Sip and Shop from 5:30 to 8 pm; and Oct. 27, from 10 am to 4 pm. Tickets are $10 at the door. All proceeds benefit the MGH Vincent Obstetrics and Gynecology Service.

Working Mother magazine award reception

In honor of the MGH's selection by *Working Mother* magazine as one of the top 100 companies in the country for working mothers, a reception will be held Oct. 24, from 1:30 to 3 pm in the Bulfinch Tent. All MGHers are invited to attend. For more information about the award, visit *www.massgeneral.org/workingmothers.*

Respiratory Care Week information table

In honor of Respiratory Care Week, MGH Respiratory Care Services will host an information table Oct. 24, from 8 am to 4 pm in the Main Corridor. A photo display will be hung across from Coffee Central.

Evidence-Based Nursing Practice symposium

The MGH Nursing Research Committee will sponsor a symposium, "Evidence-Based Nursing Practice" Oct. 26, from noon to 4 pm in the O'Keeffe Auditorium. Topics will include central line care, high-risk infant care and continuity of geriatric care. Pre-registration is required. For more information or to register, call (617) 726-3111.

Submit news tips and story ideas to the *MGH Hotline*

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Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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IN GENERAL

Harland Winter, MD, of the MassGeneral Hospital *for* Children (MGH*f*C), received the 2007 Treatment Guided Research Excellence Award from the Autism Society of America. The award is given to a professional in the field of treatment-guided research in autism who has made an outstanding accomplishment contributing to the lives of individuals with autism and/or to the cause of autism. Winter received the award for his collaboration with Tim Buie, MD, of the MGH*f*C, and Rafail Kushak, PhD, of MGH Medicine, to create a network of treatment centers where children and adults can receive care from providers with autism expertise.

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Halloween spirit at the MGH*f*C

Dancing angels, bees, witches, kittens, tigers and even robots could be seen Oct. 16 on Ellison 18 at the MassGeneral Hospital for Children (MGH*f*C). The colorful Halloween party was hosted by Spirit, a Halloween store, which provided costumes and festive decorations including pumpkins, flying bats, friendly ghosts and smiling skeletons. The young guests enjoyed activities such as pumpkin and face painting and took away goody bags filled with crayons, coloring books and other treats.

*MGH*f*C patients and their family members celebrate Halloween on Ellison 18.*

Planning committee members with Ortiz, from left, Luz Betancourt; Katia Canenguez; Yolbalier Revere, RN; Diaz; Carmen Vega-Barachowitz; Ivenny Niles, RN; Araminta Romero; Ortiz; Lourdes Sanchez; Digna Gerena; and Elena Olson, JD.

PHOTO: COURTESY OF EL MUNDO

El MGH celebra sus empleados latinos

(The MGH celebrates its Latino employees)

The national theme of Latino Heritage Month 2007, "Hispanic Americans Making a Positive Impact on American Society," holds special relevance for the MGH, where Latinos represent the fastest-growing segment of the hospital's workforce. The MGH celebrated its seventh annual Latino Heritage Month from Sep. 15 to Oct. 15 with a special visit from David "Big Papi" Ortiz of the Boston Red Sox and the presentation of the Ernesto Gonzalez Award for Outstanding Service to the Latino Community. These events were organized by the MGH Latino Heritage Planning Committee, which includes volunteers from the Multicultural Affairs Office, Patient Care Services, Human Resources and the Chelsea and Revere HealthCare Centers.

The speaking engagement featuring Ortiz took place Sept. 27 in the O'Keeffe Auditorium. Jeff Davis, senior vice president for Human Resources, introduced Ortiz, remarking on his athletic talent and commitment to children's health in his hometown of Santo Domingo in the Dominican Republic. Ortiz thanked the MGH for the invitation to speak at the event and encouraged audience members to recognize the many Latinos who have positively affected their community through service and hard work. Ortiz's visit benefited the "Merengue" art exhibit at the Museum of Afro-American History, which is supported by the MGH and slated to open in 2008.

The signature event of Latino Heritage Month was the third annual presentation of the Ernesto Gonzalez Award Oct. 9. In 2005, Ernesto Gonzalez, MD, of MGH Dermatology, was recognized by the hospital for his contributions to Latino patients and families at the MGH and the surrounding communities, and the award has carried his name ever since. This year it was presented to Claribell Diaz, RN, and David Marquez of Police, Security and Outside Services. Diaz, who has worked on White 6 since 1998, is chair of the Multicultural Nursing Group and has mentored many individuals at the MGH as well as students from the University of Massachusetts. Marquez, who also has worked for the MGH since 1998, has been involved with many initiatives to motivate and guide Latino youth. Gonzalez presented the award to both, and the ceremony concluded with ethnic food provided by Merengue Restaurant and musical entertainment by Rumbanamá. ●

MGH Sports Medicine joins the Red Sox celebration

Go Sox!

MGH Sports Medicine clinicians care for athletes of all levels – from weekend warriors to professional athletes such as the Boston Red Sox. Pictured from left to right are a few of the MGH's Boston Red Sox caregivers: Scott Waugh, PT, head of Sports Physical Therapy; Thomas Gill, MD, chief of MGH Sports Medicine; George Theodore, MD, co-chief of MGH's Foot and Ankle Service; and Larry Ronan, MD, MGH chief internist for the Boston Red Sox. They joined the Red Sox in celebrating their Oct. 21 victory over the Cleveland Indians to win the American League Championship Series and head to the World Series. ●

Ives Erickson

Ives Erickson appointed to national nursing advisory council

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care and chief nurse, has received a prestigious appointment to the National Advisory Council on Nurse Education and Practice (NACNEP), where she will serve a four-year term. Ives Erickson was named to the post by the Secretary of the U.S. Department of Health and Human Services (HHS), Michael O. Leavitt. The NACNEP serves as an advisory board for HHS and Congress, making policy recommendations on workforce, education and practice improvement issues in nursing.

A graduate of the Boston University Graduate School of Nursing, Ives Erickson joined the MGH in 1996 and currently leads the hospital's largest clinical division. A dedicated educator, she is an instructor at Harvard Medical School, visiting scholar at Boston College, senior associate at the Institute for Nursing Healthcare Leadership, assistant professor at the MGH Institute of Health Professions and clinical professor of Nursing at the Massachusetts College of Pharmacy and Health Sciences School of Nursing. She is also the recipient of numerous awards and honors, most recently the 2007 President's Award from the Massachusetts Association of Registered Nurses. ●

Three MGHers named distinguished AAAS fellows

The American Association for the Advancement of Science (AAAS) has awarded three MGH staff members the distinction of AAAS fellow: Emery N. Brown, MD, PhD, of the Department of Anesthesia and Critical Care; Jeffrey A. Gelfand, MD, of the Division of Infectious Diseases; and James F. Gusella, PhD, director of the MGH Center for Human Genetic Research. Brown, Gelfand and Gusella are among 471 new AAAS members appointed this year for their efforts toward advancing science applications that are deemed scientifically or socially distinguished.

Brown has made fundamental contributions to statistical modeling of dynamic biological phenomena, especially involving circadian rhythms, functional imaging signals and neuronal spike trains; Gelfand has made important contributions to the field of clinical immunology and vaccine development; and Gusella has made significant progress in the field of human genetics, particularly the identification of genes responsible for a number of neurogenetic disorders, including Huntington's disease.

The tradition of AAAS fellows began in 1874. Members can be considered for the honor if nominated by the steering group of their sections, by three fellows or by the association's chief executive officer. Each steering group reviews the nominations and forwards a final list to the AAAS Council, which then votes on the final list. New fellows will be presented with an official certificate and a rosette pin Feb. 16 at the Fellows Forum during the 2008 AAAS Annual Meeting in Boston.

Open enrollment to begin

Open enrollment will begin Oct. 28 through Nov. 18, giving all MGH and MGPO staff the opportunity enroll in or change their benefits. Employees will receive a package in the mail that includes an open enrollment newsletter, medical comparison chart, rate sheets and enrollment instructions. They also will receive schedules of upcoming QuickStops, which are informational fairs where MGHers can ask Benefits staff members questions, and BENEFAIRS, which are sessions featuring representatives from companies working with the MGH to provide benefits.

Also, a new student verification process has been established. Open enrollment packages will include an Over-Age Dependent Verification Form for staff members with dependent children between the ages of 19 through 26 who are full-time students. If these children are covered by the employee's MGH health insurance plan, the employee must complete and return the verification form to the Benefits Office by Nov. 18, or the child's insurance will be cancelled beginning Jan. 1. Staff must verify their child's student status annually during open enrollment. Under the Massachusetts Health Care Reform Act, employees may add or continue health coverage for over-age dependent children who are not full-time students by completing the Over-Age Dependent Verification Form and returning it to the Benefits Office by Nov. 18.

The 2008 limits for tax-sheltered annuity (TSA) contributions have just been released, and they are the same as those for 2007: Employees can contribute up to $15,500 to their TSA next year if they are under age 50, or up to $20,500 if they are age 50 or older.

Last, MGH and MGPO staff can enjoy a vision premium holiday during November and December and a dental premium holiday in December – just in time to put that extra money away for holiday shopping.

For more information about these updates, contact the Benefits Office at (617) 726-8133 or *ibenefits@partners.org*. ●

Genetic testing for breast cancer

With October recognized across the country as National Breast Cancer Awareness Month, increased attention has been brought to a variety of breast cancer related issues. Among these is genetic testing, which can help identify individuals with an inherited predisposition to the disease. Though the cause of most breast cancers is unknown – lifestyle choices, environmental exposures and other factors may all play a part in causing the disease to develop – approximately 5 to 10 percent of people with breast cancer may carry an inherited genetic mutation. Genetic testing can be used to help identify these individuals. The following provides information about the genetic counseling process and programs available at the Massachusetts General Hospital Cancer Center.

Who should undergo genetic counseling?

Those who have a history of any of the following should consider genetic counseling: a personal or family history of breast cancer before age 45; a personal history of two or more breast cancers; two or more close family members with breast cancer; or a personal history of breast cancer along with at least one close family member with the disease.

How does genetic testing work?

At the Cancer Center, all genetic testing is performed through the Center for Cancer Risk Assessment. Paula Ryan, MD, PhD, serves as director of the Breast and Ovarian Cancer Genetics and Risk Assessment Program. The program's genetic counselors include: Lauren Carpiniello, MS, CGC; Gayun Chan-Smutko, MS, CGC; Devanshi Patel, MS, CGC; and Kristen Shannon, MS, CGC. When a patient chooses to receive genetic counseling at the center, he or she first meets with a genetic counselor who performs a risk assessment to determine the likelihood that there may be a genetic component to the cancer. If the patient decides to have the test, the counselor arranges for a blood sample to be drawn and analyzed for gene mutations related to hereditary breast cancers.

What happens if the test is positive for a genetic mutation?

The Cancer Center staff take a comprehensive approach to care. If a patient receives a positive test result, the implications are discussed in detail with the genetic counselor. The patient is then seen by a variety of specialists as needed from the MGH Gillette Center for Breast Cancer, where cancer screening and prevention options are discussed. As the patient receives treatment, he or she has access to an array of supportive resources, including support groups, a fatigue clinic, yoga classes tailored to breast cancer patients and meditation workshops. Genetic counselors also remain available as an additional support, providing information about test results and future implications.

For more information about genetic testing at the Cancer Center for breast cancer or other cancers, visit *www.massgeneral.org/cancer/care/adult/risk/index.asp*.

October 26, 2007

MGH HOTLINE

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What's Happening

Genetic research workshop

The MGH Clinical Research Program will sponsor a workshop, "Nuts and Bolts of Genetics and Genetic Research" Nov. 6, 13, 27 and Dec. 4 from 3 to 4:30 pm at the Simches Research Center, Room 3210. The workshop will focus on the basic principles of genetics and genetics research. The course is $120 and is open to research study coordinators and research nurses. To register, visit *hub.partners.org/catalog/crp-2006-basicgenforcoordinators.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

Annual women's health research lecture

The MGH Women's Health Research Committee will host the fourth annual women's health research lecture, "Women and the FDA" Nov. 7, from noon to 1 pm in the O'Keeffe Auditorium. Susan Wood, PhD, former director of the Food and Drug Administration's (FDA) Office of Women's Health and current research professor at the George Washington University School of Public Health and Health Services, will present. For more information, contact Mary Ellen Heike, RN, at *mheike@partners.org* or (617) 724-8044.

Global Health seminar with Paul Farmer, MD, PhD

The MGH Center for Global Health will launch its inaugural seminar series Nov. 1 with "Health, Human Rights, and Social Justice." The seminar will be held from 5 to 6:30 pm in the Ether Dome and Paul Farmer, MD, PhD, founding director of Partners in Health, will be the guest speaker. For more information, e-mail *rahn@partners.org* or visit *www.massgeneral.org/globalhealth.*

Illuminations retrospective exhibit

The MGH Cancer Center will host a retrospective exhibit of Illuminations, a rotating art exhibit housed in the center. The exhibit will take place Nov. 7, from 5:30 to 7:30 pm in the Yawkey Center, second floor and will include a silent auction and the unveiling of "Diamond in the Rough," a painting commissioned in honor of Illuminations' fifth anniversary. For more information, contact Stefanie Sordillo-Ryan at *ssordillo@partners.org* or (617) 726-4808.

AARP award celebration

In honor of the MGH's recent award from AARP as one of the top employers in the country for workers over age 50, MGH employees are invited to attend a celebration Nov. 1, from 1 to 3:30 pm in the Bulfinch Tent. For more information about the award, visit *www.massgeneral.org/aarp/.*

Senior HealthWISE events

Senior HealthWISE will sponsor the following events: a lecture series, "Health and Wellness Through Chiropractic," Nov. 1, from 11 am to noon in the Haber Conference Room; hypertension screenings and blood pressure checks Nov. 5, from 1:30 to 3:30 pm at the Hill House, 127 Mt. Vernon St.; a screening of the film "A Prairie Home Companion" Nov. 6, from 1 to 3 pm in the Haber Conference Room; a "Fall Into Fitness" exercise class Nov. 8, from 11 am to noon with lunch served from noon to 1 pm; and a memoir writing workshop Nov. 12, from 11 am to noon at the West End Library. Registration is required for the film screening, exercise class and memoir writing workshop. For more information or event registration, call (617) 724-6756.

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

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MGHers have a heart for cardiovascular research

More than 300 walkers from the MGH community participated in the 2007 American Heart Association (AHA) Heart Walk Sept. 15. This year, the AHA dedicated the walk to Peter Michael Yurchak, MD, of MGH Cardiology. Yurchak, who died July 30 of pancreatic cancer, was a gifted cardiologist and teacher to hundreds of medical students and colleagues. More than $66,000 was raised to support cardiovascular research at the MGH.

November 2, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting outlines research, mission, construction and budget

Managers and supervisors gathered in the O'Keeffe Auditorium Oct. 31 for a leadership meeting highlighting leading-edge research from Emery N. Brown, MD, PhD, director of the MGH Neuroscience Statistics Research Laboratory and member of Anesthesia and Critical Care; the revised MGH mission statement and new credo and boundary statements; campus construction updates; and the FY '08 budget.

Brown gave an overview of the groundbreaking research he and his MGH team of investigators have conducted over the past five years, studying how anesthetic drugs induce the behavioral states characteristic of general anesthesia. Using combined functional magnetic resonance imaging and electroencephalography, Brown and his team are aiming to identify the time course and specific sites in the human brain at which anesthetic drugs act to induce loss of consciousness. With continued research, the investigators hope to enhance patient care related to the use of general anesthesia, including improving the monitoring of brain states under anesthesia; designing safer, site-specific anesthetic drugs; reducing general anesthesia-related morbidity and mortality; and creating new clinical and basic research opportunities in anesthesia.

Peter L. Slavin, MD, MGH president, introduced a revised MGH mission statement that reflects the hospital's commitment to patients and their families, quality and safety, community health, research, and education. He also presented new boundary statements, which set forth a series of declarations that MGH employees – as part of the larger MGH community in service to the mission – agree to follow. The signing of the comprehensive statement will be incorporated into new employee orientation, credentialing and annual reviews.

Providing construction updates were Denise Palumbo, RN, MSN, executive director of Radiology and director of Operations for the Building for the Third Century (B3C); Bonnie Michelman, director of MGH Police, Security and Outside Services; and David Hanitchak, director of MGH Planning and Construction and Partners Real Estate project executive. Palumbo provided updates on construction projects that have taken place on the MGH campus in preparation for the demolitions of the Clinics, Tilton and Vincent Burnham Kennedy buildings and construction of the B3C. Among the major project milestones accomplished since the summer are the completion of the MGH/Massachusetts Eye and Ear Infirmary connector, nonemergent ambulance and patient discharge location changes, and pedestrian and traffic route changes.

(*Continued on page 2*)

MGH MISSION STATEMENT

"Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and, to improve the health and well-being of the diverse communities we serve."

Coffee Central celebrates 10 years of buzz

This October, the caffeine capital of the MGH, Coffee Central, marked 10 years as the place to go for a good cup of joe. A Main Corridor landmark, Coffee Central celebrated its milestone anniversary with cake, giveaways and decorations. Each day, Coffee Central staff members serve more than 11,000 cups of coffee to approximately 3,100 customers around the clock.

Joan Shea, senior manager of Nutrition and Food Services, credits Coffee Central's success to its employees. She says, "They always have a smile. Their incredible teamwork is the key." Adds Michael DeSimone, Coffee Central manager, "It's all about the people here, both staff and customers."

In the end, however, it all comes down to one word: "Consistency," says Susan Barraclough, MS, RD, LDN, director of Nutrition and Food Services. "Getting it exactly how you want it, day after day."

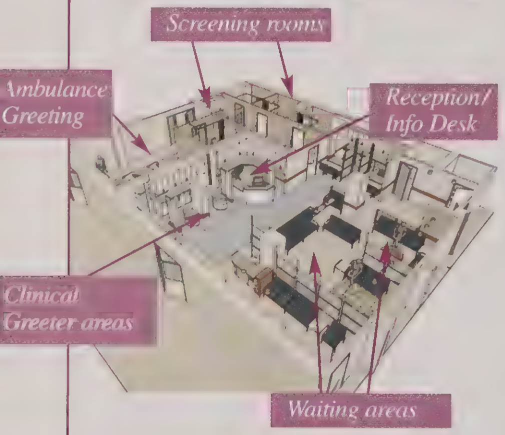
From left, Josephina Marroquin, Anna Lee, Maudline Tinn, Maureen Campbell, Alemnesh Gebre, DeSimone, Grace Raffa, Mamie Traore and Karla Munguia

ED reconfigures front area and patient flow system

Patients coming to the MGH Emergency Department (ED) soon will benefit from an enhanced patient flow system and reconfigured front area – including reception, waiting, triage and screening rooms. The new system and design will pilot test the patient flow system and configuration of the ED planned for the Building for the Third Century (B3C), which is slated to be completed in 2011.

The new patient flow system includes a clinical greeter who makes a brief initial assessment of patients in the reception area and directs them to appropriate areas. Those needing immediate care are sent directly to the treatment area; those with less acute illnesses are sent to one of four screening rooms; individuals with less serious needs are directed to the waiting room; and pediatric patients are directed to a separate child-friendly waiting area.

Reconfigured ED front area



While the ED undergoes reconfiguration, a temporary ED front area will be built, transforming a portion of the White Lobby into the ED reception, triage and waiting rooms. Sections of the White Lobby corridor will become a separate ED patient corridor, and existing rooms at the rear of the ED will be transformed to accommodate patients in a clinical greeter area. The temporary spaces will be used for approximately six months while the ED front area is redesigned. When construction is complete, these locations will be converted back to their original configurations and purposes.

"We are very appreciative of the many individuals and departments involved for their willingness to make adjustments and accommodations to their spaces while the ED is being redesigned," says Julia Sinclair, executive director of Emergency Services. "I especially would like to thank all of the staff working at the White Lobby information desk and those in Radiology, Plastic Surgery, the Planning Office and the ED. All of these employees have been instrumental in helping to accomplish the larger goal of enhancing the experience and satisfaction of our ED patients."

Construction of the temporary ED triage and screening area will begin immediately and is scheduled to be completed in December. At that point, patient flow will be altered and construction will begin in the ED, with completion expected in June.

For more information about the reconfiguration, patient flow system or temporary ED construction, contact Sinclair at (617) 726-3387. ●

10th Annual Photo Contest winners

Hundreds of entries poured into the MGH Photography Department for the hospital's tenth Annual Amateur Photo Contest. Below is a list of the winners in each category.

People

- 1st: Pamela Grogan, CRT Rapid Response *(Overall first place winner, photo above)*
- 2nd:Weimin Bao, Infusion Unit
- 3rd: Patricia Gannon, Cardiac Catheterization Lab
- Honorable mention: Mariel Cornell, Radiation Oncology

Animals

- 1st: Lorrie Kubicek, MGH Cancer Center
- 2nd: David Bichara, MD, Plastic Surgery
- 3rd: Paula Chamberlin, Clinical Pathology
- Honorable mention: Jason Cook, MD, MassGeneral Hospital *for* Children (MGH*f*C)

Landscapes

- 1st: Andrew Liteplo, MD, Emergency Services
- 2nd: Maria Puleo, Hematology/Oncology Unit
- 3rd: Jason Cook, MD, MGH*f*C
- Honorable mention: Jacqueline Michaud, RN, General Clinical Research Center ●

– Leadership

(Continued from page 1)

Sally Mason Boemer, vice president for MGH Finance, provided a summary of the FY '08 budget, explaining that strong payment rates and volume growth facilitated the investment in new programs, a significant increase in full-time employees and a restored operating margin. She reported that going forward, budget expectations will need to be aligned with lower volume growth rates, lower rate increases from contracted payors, and government payment rates that are just keeping pace with medical inflation and costs of sustaining competitive wages for a growing workforce. Mason Boemer concluded by saying that this year's budget allows the MGH to implement and grow several strategic initiatives such as clinical business development, process improvement, quality and safety, and research. ●

Zietman named Shipley Professor of Radiation Oncology

Last week, a milestone in academic medicine was reached in the Department of Radiation Oncology as Anthony Zietman, MD, associate director of the Harvard Radiation Oncology Residency Program at MGH, became the first incumbent of a newly-endowed professorship at Harvard Medical School (HMS). The Jenot W. and William U. Shipley Professorship is named for William Shipley, MD, a senior clinician in MGH's Department of Radiation Oncology and the Andres Soriano Professor of Radiation Oncology at HMS, and his wife, Jensie, a longtime MGH supporter, volunteer and founding member of the Friends of the MGH Cancer Center. Colleagues, friends and family members of both doctors gathered in the Bulfinch Tent Oct. 18 to mark the occasion with speeches and the unveiling of a portrait of the Shipleys.

Zietman, left, and Shipley

Shipley and Zietman are longtime collaborators in the field of genitourinary oncology as well as friends, so the creation and awarding of the professorship holds special significance for both. Together, they have co-authored over 250 clinical articles and conducted multiple studies relating to patient care and treatment of cancer of the bladder and genitals.

Peter L. Slavin, MD, president of the MGH, welcomed guests and thanked the donors whose generosity made the professorship possible. Zietman shared the story about how he came to practice at the MGH and thanked Shipley for his mentorship and friendship, remarking, "In medicine as in life, you can't beat a good partner. Indeed, one plus one equals three."

Shipley then spoke, thanking his wife, family, and "all of my MGH role models," including his colleagues in Urology and Medical Oncology, with whom he has had longstanding and productive relationships. Of the new professorship, he said, "The gifts we have been given are ours to enjoy, but also ours to share." ●

Supercalifragilistic ball benefits MGH*f*C

Approximately 500 guests attending the eigth annual Storybook Ball benefiting the MassGeneral Hospital *for* Children (MGH*f*C) entered the magical world of Mary Poppins (left) Oct. 13 at The Castle at Park Plaza. Mary Poppins herself flew in for a special visit carrying her signature umbrella. More than $2.6 million was raised to support the work of the Pediatric Congenital Heart Program and 15 pediatric fellows at the MGH*f*C. In a surprise announcement, Peter L. Slavin, MD, MGH president, informed guests that, thanks to a generous gift from the Ribakoff family, the new Neonatal Intensive Care Unit at the MGH*f*C will be named in honor of MGH trustee Patricia Ribakoff, who has co-chaired the Storybook Ball Committee for the past three years.

Medicare and clinical research seminar

The MGH Clinical Research Program will sponsor "Medicare and Clinical Research: Understanding What Medicare Will Cover in Drug and Device Trials" Nov. 14, from 3:30 to 5 pm in the Simches Research Center, Room 3110. Catharyn Gildesgame of Partners Corporate Sponsored Clinical Research and Gretchen Brodnicki of Partners Research Compliance will be the guest speakers. Registration is required. To register, visit *hub.partners.org/catalog/crp-medicare*. For more information, contact Suzanne Guerette at *sguerette@partners.org* or (617) 724-2900.

MGH/MGPO audit

Beginning Nov. 12, the MGH/MGPO will hold its first clinical systems audit. The audit will review all employees who have access to the Longitudinal Medical Record (LMR) and the Clinical Data Repository (CDR). Managers who supervise employees with LMR or CDR access will receive an e-mail Nov. 12 with a link to the clinical systems audit website. Managers will need to indicate whether access should be removed for each employee. The review period ends Dec. 7. For more information, contact Christine Griffin at *cgriffin7@partners.org* or (617) 726-6360.

CIMIT Innovation Congress

The Center for Integration of Medicine and Innovative Technology (CIMIT) will host the CIMIT Innovation Congress Nov. 13 and 14 at the Back Bay Events Center in Boston. Victor J. Dzau, MD, chancellor of Duke University and president and chief executive officer of Duke University Health System, will be the keynote speaker. For more information or to register, visit *www.cimit.org*.

CFD Facultyfest

The MGH Center for Faculty Development (CFD) will host a Facultyfest open house Nov. 13, from 3:30 to 5 pm in the Thier Conference Room. The event will allow faculty to meet one another, network and learn about many resources available at the hospital. Representatives from offices including the Professional Benefits Office, Treadwell Library, Employee Assistance Program, Partners Child Care Services and others will be available. For more information or to register, e-mail *cfd@partners.org* or (617) 724-0818.

Ovarian Cancer Education Awareness Network

The Ovarian Cancer Education Awareness Network (OCEAN) at the MGH is a volunteer support organization founded seven years ago by MGH ovarian cancer survivors, their families and friends to promote awareness, education and research for ovarian cancer. For more information about OCEAN or ways to support the organization, e-mail *ocean@mgh.harvard.edu*.

Degos Disease conference

The MassGeneral Hospital *for* Children Division of Pediatric Rheumatology, the MGH Division of Rheumatology and the American College of Rheumatology will co-sponsor the "International Symposium on Degos Disease and Related Vasculopathies" Nov. 9. The symposium will take place from 1 to 6:15 pm at the MGH and will continue at the Boston Convention Center from 7:45 to 9:30 pm. Registration is required for the evening session. For more information or to register, e-mail *sclancy2@partners.org*.

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Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
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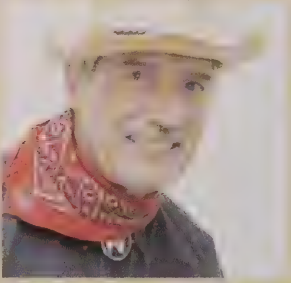
WANTED

LOCAL HEROES



"Wild" Bill Banchiere, Environmental Services Director

Tie up your horse and stop by this year's United Way/MGH campaign kickoff party!

THURSDAY, NOVEMBER 8
Bulfinch Tent, 11:30 am to 1 pm for day staff
Coffee Central, 10 pm to12 am for evening staff

THURSDAY, NOVEMBER 15
Charlestown Navy Yard, Bldg. 149 Center, 11:30 am to 1 pm

Become a local hero by making a donation to the United Way.
There are many rewards to giving to the United Way.

For more information, access *intranet.massgeneral.org/unitedway*.

Massachusetts General Hospital
United Way
United Way of Massachusetts Bay and Merrimack Valley
Massachusetts General Physicians Organization

November 9, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A special Halloween treat with the Red Sox's Kevin Youkilis

Trick-or-treaters from the MassGeneral Hospital *for* Children (MGH*f*C) Pediatric Hematology-Oncology Center and the Francis H. Burr Proton Therapy Center at the MGH enjoyed a Halloween surprise Oct. 31. Just two days after winning the World Series championship, Boston Red Sox first baseman Kevin Youkilis paid a visit to the young patients. Amid many smiling faces, Youkilis spent time signing baseballs and autographs and joining in a sing-along. Later, fairies, superheroes, young Red Sox players-to-be and princesses went trick-or-treating through the Yawkey Center for Outpatient Care, where they were greeted by MGHers with treats.

Youkilis' charitable organization, Hits for Kids, supports children's charities and medical research including Christopher's Haven (CH), which provides a comfortable and supportive home for MGH*f*C and Proton Center patients and their families. CH combined the Halloween event with its one-year anniversary celebration.

Joining the festivities were Dan Olsen, CH founder and president; Martha Welch, CH executive director; Howard Weinstein, MD, chief of the MGH*f*C Pediatric Hematology-Oncology Center; Heather Peach, MGH*f*C child life specialist; and many MGH staff members. ●

Youkilis and patients enjoy the Halloween festivities.

Spotlight on domestic violence

Domestic violence is a very real threat to the health and safety of women and men throughout the world. According to a 1998 Commonwealth Fund study, nearly a third of American women reported physical or sexual abuse by a husband or boyfriend at some point in their lives. At the MGH, victims of domestic violence have many resources available to them. During October – National Domestic Violence Awareness Month – the MGH acknowledged the work of many programs across the hospital that address this important topic.

The MGH's domestic violence program, HAVEN (Hospitals Helping Abuse and Violence End Now), an initiative of the MGH Community Benefit program, celebrated its 10th anniversary Oct. 22 with a reception in the Thier Conference Room. Friends of the program and families that have benefited from its services gathered to honor the HAVEN advocates, led by Bonnie Zimmer, LICSW. Since the program was established in 1997, it has provided 3,628 consultations and accepted 4,020 intakes from the MGH main campus and the Chelsea and Revere HealthCare Centers. Said Zimmer, "I am proud of what HAVEN has accomplished, but we can do more. Every patient entering the hospital should be screened for abuse, and HAVEN is working to create partnerships within the hospital to seamlessly integrate our work into the larger mission of the MGH."

MGH Men Against Abuse also hosted three events in recognition of Domestic Violence Awareness Month. The first was a talk, "The Good, the Bad and the Ugly: Profiles of Abusive Men," during which David Adams, EdD, co-founder and co-director of Emerge, a Cambridge-based organization dedicated to combating domestic violence, spoke about different issues relating to batterers. On Oct. 16, MGH Police, Security and Outside Services, in collaboration with the MGH Domestic Violence Working Group, hosted an information table for MGHers working the night shift. Steven Durant, EdD, of MGH Psychiatry, spoke Oct. 29 about male aggression on the playing field and the importance of serving as a positive role model for children.

Also during October, two MGH caregivers were recognized for their work addressing domestic violence. Leslie Halpern, DDS, MD,

(Continued on page 3)

Hand Hygiene Quality Incentive Program continues

The hospital's October hand hygiene compliance results were announced this week with a slight decline in the before-patient-contact rate to 86 percent, and the after-patient-contact rate coming in at 91 percent. While the before-patient-contact rate fell slightly below the 90-90 goal, hospital staff still managed to post record high hand hygiene results for September and October.

In a joint memo to all hospital staff, Peter L. Slavin, MD, president of the MGH, and David F. Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization, praised the effort of all employees to meet the 90-90 standard, saying, "While this slight decline from our 90-93 results in September may be disheartening, we would like to remind the MGH community that these still are excellent results. The October results are the second highest rates we have ever achieved – second only to our September results. We believe that these recent accomplishments may be among the best hospital hand hygiene compliance rates in the country."

Because a portion of the employee bonus program is tied to the Hand Hygiene Quality Incentive Program, the majority of the full bonus will be paid to all active employees who are eligible for the program in the Nov. 15 pay cycle. This bonus reflects meeting the FY '07 hospital financial target and exceeding the 90 percent goal for after-patient contact for two months, one of the quality incentive goals. In addition, the deadline for measuring the hospital's hand hygiene compliance has been extended to Nov. 30, with the goal of reaching 90-90. If the 90-90 mark is met in November, the remaining portion of the bonus related to the pre-contact hand hygiene incentive will be paid in December.

The bonus program is linked directly to this important patient safety initiative to help move the MGH closer to its ultimate target of reaching 100 percent hand hygiene compliance at all times. In all health care settings, hand hygiene is the primary tool used to reduce healthcare-associated infections that can dramatically affect clinical outcomes for patients. While achieving 90 percent compliance is the standard set by the Joint Commission, the MGH has set its target higher to ensure all patients are cared for in the safest environment possible.

For more information about the Hand Hygiene Quality Incentive Program, visit *intranet.massgeneral.org/handhygiene/.* For more information about the bonus program, employees should speak with their managers.

Now is the time for flu shots

With flu season kicking into high gear, the MGH is encouraging all hospital employees and patients who have not yet received a flu shot to protect themselves and help prevent the spread of influenza by being vaccinated. November is one of the best times to receive a flu shot because it takes two weeks after vaccination for full immunity to develop. Individuals who receive the flu shot now will continue to have immunity for the entire flu season and will not experience reduced immunity by February. This also complies with guidelines from the Centers for Disease Control and other public health recommendations.

While annual flu shots are beneficial for many individuals, the vaccine is particularly recommended for people who fall into the following categories:

- Health care providers who come into direct contact with patients
- Infants and children ages 6 months through 4 years old
- Individuals over age 50
- Women who may be pregnant during flu season
- Infants, children and adolescents receiving long-term aspirin therapy
- Adults and children with chronic conditions such as asthma, diabetes and heart, lung or kidney disease
- Organ transplant recipients or patients on immunosuppressive therapy
- Adults and children with certain muscle or nerve disorders that can lead to breathing or swallowing problems
- Residents of nursing homes and other chronic care facilities
- Caregivers and household members of individuals who fall into any of the above categories

Co-Workers
Children Colleagues
Friends Patients Family
I did it
for you

It is particularly important for health care workers with patient contact to be vaccinated, as influenza can be infectious before symptoms appear. Health care providers who do not know they are infected could transmit the flu to patients, who may be young children or older adults or have underlying conditions that could put them at risk for serious complications.

MGH Occupational Health Services is offering walk-in flu shot services for employees every Thursday, from 10:30 am to 5 pm at 165 Charles River Plaza, Suite 404. For more information about employee influenza vaccinations, call Occupational Health at (617) 726-2217. The MGH also is offering flu vaccinations for hospital patients Monday through Thursday, from 9 am to 7 pm, and Saturday and Sunday, from 9:30 am to 4 pm, on the first floor of the Wang Ambulatory Care Center. MGH patients also can be vaccinated by their primary care doctor or nurse or through organizations in their local communities such as senior centers, visiting nurse associations and drugstores, all of which may offer flu clinics. ●

Participants of Operation Ready transport mock patients.

Operation Ready's disaster response

t wasn't a typical Saturday morning Oct. 27 when hundreds of MGHers – including nurses, doctors and staff from Environmental Services, Ambulatory Care, the Emergency Department, Police and Security, and Patient Transportation – gathered at the Main Entrance and White Ramp to receive more than 90 mock victims for a citywide disaster drill called Operation Ready. MGH staff and employees participated in the exercise that involved the simulation of two airplanes colliding at Logan International Airport. Hospitals across the city practiced receiving the influx of victims and worked with emergency responders and drill planners from the airport, the Massachusetts Port Authority and the city to run through their respective disaster management plans.

"With a large number of victims, this exercise was an exceptional opportunity for all MGH staff to test the hospital's emergency management plans," says Craig Cochran, administrative manager for MGH Emergency Preparedness. 'Among the areas that we tested were the disaster triage process, patient tracking systems and the effectiveness of the Hospital Incident Command System to initiate a rapid and coordinated response to the situation."

For more information about emergency preparedness at the MGH, contact Cochran at (617) 726-0312 or *ccochran@partners.org*. ●

– Domestic violence

(Continued from page 1)

of Oral and Maxillofacial Surgery (OMS), was honored by RESPOND, Inc., a domestic violence support organization. Halpern received the Timothy White Take a Stand Award for her work screening MGH emergency room patients for possible domestic abuse using techniques developed by her mentor, Thomas Dodson, DMD, MPH, also of MGH OMS. Georgia Green, LICSW, who works with the Police Action Counseling Team at MGH Chelsea, was honored with a Public Service Award from the Chelsea Domestic Violence Task Force at a community breakfast Oct. 26. Green received the award for her work with the Chelsea Police Department providing on-site interventions for children who have witnessed or been involved in domestic abuse cases.

Rolling up your sleeves and improving service

The title of the Oct. 17 installment of the MGH/MGPO Service Improvement Department's Service Learning Series, "Stage IV: Implementing Change: Putting Your Service Vision into Action," describes a crucial moment in a service improvement initiative: the transition from organizing to action. Drawing upon lessons from the three prior stages – assessing, planning and enrolling – facilitator Sandra St. Fleur of the Service Improvement Department provided participants with guidance for launching their service improvement projects.

According to St. Fleur, selecting an appropriate implementation method is important to service improvement success because a good method provides structure for ideas, standards of evaluation and priorities to guide the allocation of resources. The key, she emphasized, is cross-applicability. To create change across an entire department, staff at all levels must be able to identify with an improvement mission and "sign on" to do their part. St. Fleur recommended the FOCUS-PDCA Model, the crux of which is to convene key stakeholders to determine the what, why and how of a service improvement effort.

Employees of the MGH's West End House, a substance abuse clinic, recently implemented this model for their own service improvement project. The completion of a culture walk – a tool introduced in Stage I: Assessing – revealed that the clinic's signage was confusing, its lobby was poorly lit and its furnishings were mismatched. A group of stakeholders determined that the setting was not conducive to patient wellness. A change team was organized, to-do lists were drawn up and distributed by department, and priorities were identified. Members gave estimates of costs and time commitments for completing the items on their lists, and then, beginning with the "quick hits" on their list, coordinated immediate improvements. Meanwhile, resources were allocated to undertake major projects, while methods to measure and verify progress were employed throughout the process. In the end, the West End House enjoyed a successful makeover, with the improvements positively remarked upon by both patients and staff.

The next Service Learning Series, "Stage V: Measuring the Outcomes of a Change Effort," will take place Nov. 14. For more information, contact Cindy Sprogis at *csprogis@partners.org* or (617) 726-1030.

WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will host the following events: "An Introduction to Brain Aging, Dementia and Alzheimer's Disease" Nov. 15, from 11 am to noon in the Haber Conference Room with guest speaker Alireza Atri, MD, PhD, of the MGH Department of Neurology; and "The Anatomical Gift Program" Nov. 15, from 1 to 2 pm at the West End Library with guest speaker Madelaine Claire Weiss, program manager of the Anatomical Gifts Program at Harvard Medical School. For more information, call (617) 724-6756.

Cardiovascular regenerative medicine lecture

The MGH Department of Medicine will host "A Parable of Cardiovascular Regenerative Medicine: The Islet-1 Master Heart Progenitor Cell Story" Nov. 15, from 5:30 to 7 pm at Harvard Medical School, Tosteson Medical Education Center, Room 227. Kenneth Chien, MD, PhD, director of the MGH Cardiovascular Research Center, will be the guest speaker. For more information, call Clint Sours at (617) 726-9130.

Global health seminar series

As part of its global health seminar series, the MGH Center for Global Health will sponsor "Global Implications of Human Trafficking and Modern Day Slavery" Nov. 15, from 5 to 6:30 pm in the O'Keeffe Auditorium. Kevin Bales, PhD, president of Free the Slaves and author of the Pulitzer Prize-nominated book *Disposable People: New Slavery in the Global Economy*, will be the guest speaker. For more information, e-mail Roy Ahn at *rahn@partners.org*.

Trichotillomania symposium

The MGH Trichotillomania Clinic and Research Unit will sponsor "Symposium on Trichotillomania and Other Body-Focused Repetitive Behaviors" Dec. 2, from noon to 5 pm in the O'Keeffe Auditorium. The symposium will include information about the treatment of children and adolescents, cognitive-behavioral and medicinal treatments, and genetic and neurobiologic aspects of the disorders. Registration is required. For more information, contact Johanna Thompson-Hollands at (617) 726-9281 or *jthompson-hollands@partners.org*. To register, e-mail *bfrdandtrich@gmail.com*.

Neurodegenerative disease pilot study grant program

The Massachusetts Alzheimer's Disease Research Center at the MGH and the Harvard NeuroDiscovery Center at Harvard Medical School (HMS) are now accepting applications from investigators within the HMS community for pilot studies aimed at understanding and developing treatments for neurodegenerative diseases. The one-year grants are worth up to $35,000. The application deadline is Dec. 7. For more information or to download an application, visit *www.neurodiscovery.harvard.edu/research_community/funding.html*.

Grant writing workshop for young investigators

The MGH Clinical Research Program is offering "Writing Your First Investigator Initiated NIH Grant as a Young Investigator" Nov. 26 and Dec. 3, from 3:30 to 5 pm in the Simches Research Center, Room 3110. William Crowley Jr., MD, director of MGH Clinical Research, and Janet Hall, MD, of the MGH Clinical Research Program and a member of a National Institutes of Health (NIH) study section, will be the speakers. To register, visit *hub.partners.org/catalog/crp-grantwriting*. For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

National Family Caregivers Month events

In honor of National Family Caregivers Month, the MGH Geriatric Medicine Unit and the Partners Employee Assistance Program will host the following events: a dinner screening and discussion of "Complaints of a Dutiful Daughter" Nov. 12, from 5 to 7 pm in the Haber Conference Room; and an eldercare resource table Nov. 13, from 11 am to 1 pm in the Main Corridor. Registration is required for the film screening. For more information or event registration, call (617) 724-7324.

America Recycles Day information table

In honor of America Recycles Day, the MGH Raising Environmental Awareness League (REAL) will host an information table Nov. 14, from 8 am to 3 pm in the Main Corridor. REAL members will be available to provide information about ways to reduce energy usage and increase recycling at work and home and the MGH's efforts to help the environment. For more information, contact Edwin Andrews at *ebandrews@partners.org* or (617) 726-6885.

IN GENERAL

The American Society of Nephrology (ASN) has named **Changli Wei, MD, PhD**, of the MGH Nephrology Division, a recipient of the 2007 Halpin Foundation-ASN Research Grant. The grant, worth $100,000 per year for two years, is awarded to young faculty to foster the development of an independent research career. Wei is an instructor of Medicine in the laboratory led by Joren Reiser, MD, PhD, also of MGH Nephrology.

Debra Weinstein, MD, vice president for Graduate Medical Education at Partners HealthCare and member of the MGH Gastrointestinal Unit, was one of four new members elected to the Accreditation Council for Graduate Medical Education (ACGME) Board of Directors. The ACGME is a private, nonprofit organization that accredits 8,200 residency programs in 126 specialties and subspecialties that educate more than 100,000 residents across the country.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The MGH named top workplace in academia

On the heels of the MGH's recent designation as a top employer for both working mothers by *Working Mother* magazine and for employees over age 50 by the AARP, the hospital has added another honor to this impressive list. *The Scientist*, a magazine for life science professionals, has named the MGH the Best Place to Work in Academia in the United States. Now in its fifth year, the list puts the MGH in illustrious company – the National Cancer Institute's campus in Frederick, MD; Clemson University; Purdue University; and the Trudeau Institute were the other organizations to make the top five. In total, *The Scientist* recognized 40 U.S. organizations and 15 international institutions for their commitment to providing stimulating and innovative workplaces for members of the scientific community.

TheScientist
BEST PLACES TO WORK 2007
ACADEMIA

The selection of the MGH as the top workplace for researchers is particularly significant because the institutions included on the list are chosen by members of the international research community. To compile the list each year, *The Scientist* asks readers to identify aspects of the workplace that are most important for job satisfaction and organizations that meet or exceed these standards. This year, the magazine received more than 2,000 responses with characteristics such as positive and productive relationships with colleagues, resources, pay and tenure identified as some of the most significant aspects of a fulfilling work environment.

"This is a wonderful testament to the excitement that our scientists experience every day they are immersed in the MGH research environment," says Richard Bringhurst, MD, senior vice president for Medicine and Research Management. "It is the chemistry of collegiality and collaboration in particular that makes our community so appealing."

A reception currently is being planned for all members of the hospital community to celebrate this new recognition. More information will be available in upcoming issues of *MGH Hotline* and through broadcast e-mail in the coming weeks.

Moscowitz

Honoring compassion in action

With the hurried pace of a busy hospital, providing compassionate care to patients can be a challenge. To look at a patient and see beyond an assortment of symptoms – to understand the context of each person's illness in his or her life – requires a commitment to excellence as well as a deep capacity for empathy. Barbara Moscowitz, MSW, LICSW, program director of Geriatric Social Work in MGH's Geriatric Medicine Unit, was recognized for these qualities when she became the ninth recipient of the Compassionate Caregiver of the Year Award, presented by the Kenneth B. Schwartz Center at their annual dinner Nov. 1. The honor is named after Schwartz, a Boston lawyer, who in 1995 wrote an article in *The Boston Globe Magazine* about the treatment he was receiving at the MGH for terminal lung cancer. The deep compassion of his caregivers, he wrote, "made the unbearable bearable."

Moscowitz has worked at the MGH for more than 20 years and is the first social worker to receive the Compassionate Caregiver of the Year Award. In addition to her clinical practice, she directs MGH Senior HealthWISE, a program offering free nursing and social services to local seniors. In her practice, Moscowitz focuses on caring for families affected by Alzheimer's disease and helping the children and spouses of Alzheimer's patients cope with the effects the disease has on their loved one.

"With Alzheimer's, often the person will look the same on the outside but will be disappearing on the inside," says Moscowitz. "The only way to ensure the safety, well-being and dignity of the patient is by working very closely with whomever is in his or her life."

The Compassionate Caregiver Award is given based on three criteria: communicating with the patient and family with sensitivity, respecting the patient's values and decisions and understanding the significance of the patient's family and community. On providing compassionate care, Moscowitz says, "I don't think of it as separate from clinical care – it's the only way to approach a patient. I work with people who may be ill, terrified or traumatized by the events surrounding diagnosis. A clinician should approach them not only with knowledge and skill, but also with respect for who they are." ●

Clinics, VBK and Tilton: Demolition begins

Although street-level observers may not notice a marked change to the Clinics, Vincent Burnham Kennedy (VBK) and Tilton buildings, demolition of the buildings has begun with the removal of the Clinics Building roof and the dismantling of the two-story rear segment of the VBK Building. This early phase of the buildings' dismantling launches the approximately five-month demolition project.

The three buildings are being taken down in 15 phases to prepare the site for the construction of a new clinical facility, the Building for the Third Century (B3C), which is slated to be completed in 2011 – the hospital's bicentennial. To carefully demolish the Clinics Building roof, work will take place during two shifts, from 6 am to 2 pm and 8 pm to 6 am. To minimize possible impact to regular hospital activities from this process, much of the daytime roof work will be confined to interior roof areas, and edge work and other more hazardous operations will occur during overnight hours.

"We expect minimal or no noise impact on patient care during these times," says Denise Palumbo, RN, MSN, executive director of Radiology and director of Operations for the B3C. "Demolition activities are very closely supervised and conducted in compliance with federal and state standards as well as industry best practices."

Demolition of all three buildings is scheduled to be completed in April 2008. Members of the Thrive B3C Operations Group have coordinated with MGH colleagues and consultants to prevent and minimize possible disturbances to hospital operations. For more information about the demolition, contact Bob Castaldo, director of Safety, at (617) 726-2425; Jim Guiry, senior construction manager, at (617) 724-3580; or Natalie Nguyen, administrative fellow, at (617) 726-4954.

MGH commits funding to 74 Joy Street

Through a commitment to the 74 Joy Street Campaign for Community, the MGH has joined local partners in the revitalization of 74 Joy Street, a multipurpose community center that serves as a neighborhood hub for Beacon Hill residents. The MGH's gift will help offset the cost of a major renovation project completed at the center two years ago, the first major overhaul of the building since the former police station was given to the Beacon Hill Civic Association (BHCA) by the City of Boston in 1966. Renovations included a new handicap-accessible entrance ramp and elevator; updated heating, electrical and plumbing systems; and reconfigured common space allowing multiple community meetings to be held at one time.

On Oct. 23, Peter L. Slavin, MD, president of the MGH, toured the new space with Joan Quinlan, director of the MGH Community Benefit Program; Amy Wilson, president of Hill House; David Beardsley, executive director of Hill House; John Achatz, chairman of the Board of the BHCA; Suzanne Besser, executive director of the BHCA; Lori Bate, president of the BHCA; Valerie Thadhani, co-president of the Board of Directors of the Beacon Hill Nursery School; and Lucinda Ross, executive director of the Beacon Hill Nursery School.

"Since its creation in 1966, the 74 Joy Street facility has been part of the fabric of the Beacon Hill community," says Slavin. "The MGH is delighted to support its valuable programs for children and adults. From the young children who attend the Beacon Hill Nursery School to the seniors who depend on the monthly dinners for a good meal and companionship, 74 Joy Street is a valuable asset to the entire City of Boston and a true partner with the MGH in improving the health of this community." ●

Washington named Nurse of the Year

Washington

At a formal ceremony in Chicago Oct. 29, MGH Director of Diversity for Patient Care Services (PCS) Deborah Washington, RN, MS, PhDc, received the prestigious honor of being named *Nursing Spectrum* magazine's National Nurse of the Year in the Advancing and Leading the Profession category.

Washington has been the director of Diversity for PCS since 1995. She has been instrumental in leading several initiatives to promote diversity and cultural competence at the MGH, including co-designing the first culturally competent care curriculum at the hospital and originating the MGH's African American Pinning Ceremony to celebrate the contributions employees have made in creating a positive and open culture. She has been the recipient of many awards and honors, including fellowships in the Health Research and Educational Trust Cultural Competence Leadership Fellowship Program and the Robert Wood Johnson Executive Nurse Fellows Program.

"Deb's compassion and creativity have shaped a powerful tradition of sharing and healing," says Jeanette Ives Erickson, RN, senior vice president of Patient Care Services and chief nurse. "While doing all of her wonderful work, she also is enrolled in the doctoral program at Boston College. She is a great asset to Patient Care Services and the MGH." ●

November 16, 2007

MGH HOTLINE

WANTED
LOCAL HEROES
REWARD
WANTED
Local Heroes
Peggy Slasman
Jeff Davis

MGHers kick off the 2007 United Way campaign.

The MGH's United Way campaign kicks off with local heroes

Western music, festive food, a gold rush candy bar and displays of decorated cowboy hats transformed the Bulfinch Tent into a scene from the Wild West at the Nov. 8 kickoff party for the MGH's 2007 United Way campaign. The festivities continued in the evening for night-shift employees with a second event, and employees at CNY enjoyed their own celebration Nov. 15. The MGH hosts the annual campaign, which this year will run through Nov. 30, to help provide funding and support for the community agencies in the 87 Massachusetts cities and towns served by the United Way of Massachusetts Bay and Merrimack Valley. Many employees have already answered the call of this year's campaign theme, "Wanted: Local Heroes," with the MGH raising nearly $179,000 to date – more than half of the campaign goal of $355,000. Last year, the hospital raised $346,000 for the United Way, the largest contribution of any health care organization in the Boston area.

While helping neighbors and members of their local communities who need it the most is the true reward for MGHers making a United Way donation, the hospital is offering raffles with a variety of prizes as a thank-you to those who make a contribution. To be eligible for each of the weekly raffles, employees must submit a pledge by noon Nov. 21 and 30. All employees who donate automatically will be entered to win. Employees also have the opportunity to purchase the MGH's own customized 2007 United Way campaign long-sleeved t-shirts for $10. To purchase a t-shirt, e-mail *mghuwc@partners.org.*

A new feature of this year's campaign is the Caring Club, which is offered directly through the United Way. By making a donation of at least $156 per year (equivalent to only $3 per week) to the United Way Community Impact Fund or one of its targeted areas – Affordable Housing, Sustainable Employment, Increasing Youth Opportunities, Today's Girls … Tomorrow's Leaders, Healthy Child Development and Basic Needs – employees become a member of the Caring Club. Membership provides discounts and special offers to hundreds of local and national retailers, restaurants and entertainment venues. Caring Club members will receive their membership kits in spring 2008. For more information about the Caring Club, visit *www.mycaringclub.org.*

For more information about the campaign or to make a pledge online, visit *intranet.massgeneral.org/unitedway.* ●

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MGH**HOTLINE**

WHAT'S HAPPENING

Change in *Hotline* schedule

Due to the Thanksgiving holiday, *MGH Hotline* will not be published Nov. 23. The regular printing schedule will resume Nov. 30.

Caring for Caregivers presentation

In recognition of National Family Caregivers Month, the MGH Geriatric Medicine Unit and the Partners Employee Assistance Program will offer "Caring for Caregivers" Nov. 27, from 5:15 to 6:30 pm in the Blum Center as part of its Conversations with Caregivers eldercare series. Janet T. Loughlin, LICSW, will be the guest speaker. For more information, call (617) 724-7324.

Carolyn Frye-Halloran Symposium

The MGH Department of Neurosurgery will host the annual Carolyn Frye-Halloran Symposium, "Tumor Suppression Syndromes – The Path to Clinical Trials" Nov. 29, from 8:30 am to 6 pm. Breakfast will be served in the Ether Dome, followed by the symposium in the Simches Research Center, third floor. Experts in neurofibromatosis, tuberous sclerosis and von Hippel-Lindau disease will discuss aspects of these disorders, including the presence of multiple tumors, involvement of multiple systems and the difficulty in organizing multicenter clinical trials. For more information or to register, visit *http://fh2007.neurosurg.info.*

Neurodegenerative disease pilot study grant program

The Massachusetts Alzheimer's Disease Research Center at the MGH and the Harvard NeuroDiscovery Center at Harvard Medical School (HMS) are now accepting applications from investigators within the HMS community for pilot studies aimed at understanding and developing treatments for neurodegenerative diseases. The one-year grants are worth up to $35,000. The application deadline is Dec. 7. For more information or to download an application, visit *www.neurodiscovery.harvard.edu/research_community/funding.html.*

Simches Symposium

The MGH Executive Committee on Research will host the second annual Simches Symposium Nov. 20, from 8 to 5 pm in the Simches Auditorium. A continental breakfast will be served beginning at 7:30 am. For more information, contact Maureen Shanley at (617) 726-1548 or Nancy Risser at (617) 726-6630.

Spaces available on MGH*f*C marathon team

The MassGeneral Hospital for Children's (MGH*f*C) marathon team has spaces available for runners for the 2008 Boston Marathon. All those interested in participating in support of the MGH*f*C Hematology-Oncology Center should e-mail the following information to Robert van de Graff at *rvandegraff@partners.org* by Nov. 26: name, e-mail, home address, primary and secondary phone numbers and reasons for running. All runners are responsible for a $50 MGH fee, a $200 Boston Athletic Association fee and a $3,000 fundraising minimum. For more information, visit *www.mghgifts.org/marathon/index.html.*

Eldercare discussion group

The Partners Employee Assistance Program will sponsor an eldercare discussion group Nov. 20, from noon to 1 pm in the Yawkey Center, Room 7980. Janet Loughlin, LICSW, and Barbara Moscowitz, LICSW, will be the guest speakers. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

From left, Melo, Kang, Maduekwe, Lancaster, Williams, Haynes, LaFemina and Williams

Helping in New Orleans

Last month, a group of MGHers had the opportunity to contribute to the reconstruction of New Orleans through Operation Giving Back, a program of the American College of Surgeons (ACS). Residents Todd Lancaster, MD; Nicolas Melo, MD; Jennifer LaFemina, MD; Jeanwan Kang, MD; Ugwuji Maduekwe, MD; and Alex Haynes, MD, MPH; along with Suzanne Williams, executive assistant in the Department of Surgery, and her husband Anthony; and Susan Briggs, MD, of the Department of Surgery, teamed up with Habitat for Humanity to prepare a schoolhouse for renovation into a health clinic, which will be the only one in the devastated lower 9th district.

Operation Giving Back was founded in 2004 by MGH Surgeon-in-Chief Andrew W. Warshaw, MD, FACS, while he was serving as chairman of the ACS Subcommittee on Socioeconomic Issues. For more information about the program, contact Williams at *swilliams7@partners.org* or (617) 726-8254.

November 30, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Slavin, left, and Menino

MGH gift helps Charlestown residents battling addictions

The Charlestown community soon will have a safe place for men to recover from addictions to alcohol and other drugs. With a $2 million gift from the MGH, the hospital has joined local residents in the construction of the Charlestown Recovery House, a 25-bed facility for men in the early stages of recovery. Slated to open in 2008, the recovery house is one part of a MGH-sponsored, community-led effort to end substance abuse in Charlestown.

On Oct. 3, Peter L. Slavin, MD, president of the MGH, joined Boston Mayor Thomas M. Menino for the facility's groundbreaking. Other special guests in attendance included Joan Quinlan, director of MGH Community Benefit; Lorenzo Lewis, MD, medical director of the MGH Charlestown HealthCare Center; and Matt Fishman, vice president for Community Health for Partners HealthCare.

"The Charlestown Recovery House has both symbolic and real importance to this community, which has worked tirelessly to prevent substance abuse through the Charlestown Substance Abuse Coalition," says Slavin. "For Charlestown residents, this house is a symbol of hope for the future of the community and faith in our ability to work together to solve very challenging problems."

Nick
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10

The MGH's youngest remembered in annual service

The first Sunday of each November, the MGH's Comfort and Support after Loss Team hosts the Pediatric Memorial Service to remember and celebrate the lives of the hospital's youngest patients who have died. Representing patients from Pediatrics, Obstetrics and Neonatology, the Pediatric Memorial Service has for the past 16 years drawn families, relatives, friends and MGH staff together to honor these children.

The service, which took place Nov. 4 in the O'Keeffe Auditorium, included readings by parents and relatives, a naming ceremony in which family members came forward and announced their child's name, and a photo presentation. Music was provided by MGH music therapist Lorrie Kubicek.

In addition to the ceremony, families and relatives decorated a piece of fabric for inclusion in a memorial book, which will be assembled by members of the Comfort and Support after Loss Team, led by Fredda Zuckerman, LICSW. Memorial quilts, the results of the contributions of families in previous years, also hung outside the MGH General Store on Ellison 1 from Oct. 22 to Nov. 5.

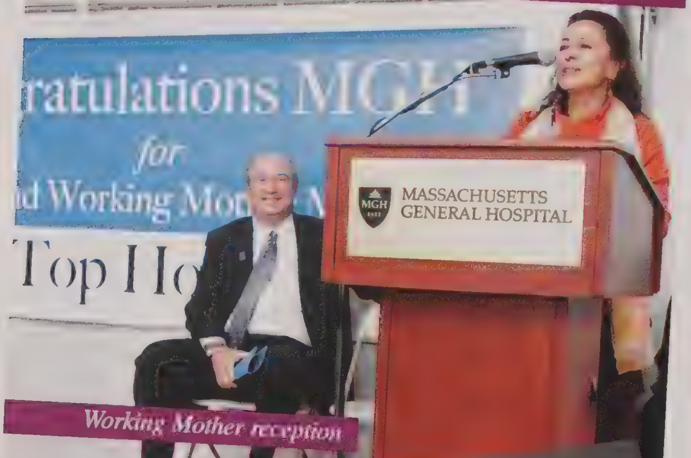
For more information about the service, contact Zuckerman at *fzuckerman1@partners.org* or Kathryn Beauchamp, CNS, at *kabeauchamp@partners.org.*

MGHers celebrate top workplace honors

When the MGH is ranked as a top employer by two national organizations, it's time to celebrate. Employees recently enjoyed two receptions held in honor of the hospital being named as one of the top 100 companies for working mothers by *Working Mother* magazine and the 10th best workplace in the nation for employees over 50 by AARP. The announcements, which came in September, mark the second consecutive year the MGH has earned recognition on both lists.

More recently, *The Scientist,* a magazine for life science professionals, honored the MGH as the Best Place to Work in Academia in the United States. A separate reception in celebration of this latest recognition currently is being planned. More information will be available in upcoming issues of *MGH Hotline* and through broadcast e-mail. ●

Below, MGHers enjoy top employer celebrations.



Working Mother reception

AARP award celebration

Center for Global Health brings thought leaders to the MGH

This November, the Global Health Seminar Series hosted by the MGH Center for Global Health (CGH) brought Paul Farmer, MD, PhD, and Kevin Bales, PhD, two leaders in the field of human rights, to speak at the hospital As founders of international nonprofit organizations that address healthcare and status inequities, they highlighted the roles individuals and academic institutions can play in promoting healthcare quality and access in an increasingly interconnected – and increasingly unequal – global society.

Bales

Farmer is a professor of Social Medicine at Harvard Medical School and the founding director of Partners in Health, an organization dedicated to providing quality health care to underserved populations around the world. In his Nov. 1 talk, "Health, Human Rights and Social Justice," Farmer explained that one of his greatest concerns is equity of health care access – currently, there are more than one billion people in the world who do not receive any form of health care. For Farmer, this startling disparity is an issue of human rights, and he argues that impoverished communitie are as deserving of quality health care as those in affluent nations. He encourage clinicians to donate their time and skills, advocating the incorporation of global health into clinical training. "We need to make global health more of a clinical passion and less of a hobby," he said.

In his Nov. 15 talk, "Global Implications of Human Trafficking and Modern Day Slavery," Bales spoke of the grim realities of life for the estimated 27 million people enslaved around the world today. Bales, president and co-founder of the organization Free the Slaves, offered a message of hope: "For the first time in th history of civilization," he said, "we have the eradication of slavery within our sights." Bales differentiated between several forms of slavery that exist today and encouraged individuals to reach out to elected officials to deal with this issue. "When all former slaves have economic autonomy, citizenship, dignity and personal agency," said Bales, "our job is done."

The CGH Global Health Seminars are designed to promote discussion about how MGH staff can be involved in the global response to disease, social inequality and disaster through healthcare delivery, research and education. The next CGH Global Health Seminar, a panel discussion on humanitarian emergencies, will tak place in January. For more information, visit *www.massgeneral.org/globalhealth.* ●

Farmer, left, with CGH Director Thomas F. Burke, MD

In memoriam: Mortimer J. Buckley, MD

Mortimer J. Buckley, MD, who served as chief of the MGH Cardiac Surgery Unit from 1970 to 1998, died Nov. 24 following a valiant fight against multiple myeloma. During his nearly 30-year career as chief of Cardiac Surgery, Buckley enjoyed a distinguished career as professor of Surgery at Harvard Medical School, president of the American Association for Thoracic Surgery and recipient of the American Heart Association's prestigious Paul Dudley White Award.

Buckley was a true pioneer in the clinical field of cardiac surgery. Among his many significant career accomplishments was the development and clinical application with W. Gerald Austen, MD, of the intra-aortic balloon pump, a contribution that made cardiac surgery a safer procedure worldwide. In addition to his work in coronary artery disease and valvular heart disease, he developed critical techniques to correct congenital heart defects in children. He was one of the first surgeons to apply deep hypothermia during cardiovascular surgery on infants, allowing for complete correction of complex defects for the first time.

"We will deeply miss Mort," says Dr. Austen, surgeon-in-chief *emeritus,* former MGPO chief executive officer and Buckley's personal friend. "His legacy to the MGH and the field of cardiac surgery resides with the talent and expertise he instilled in the hundreds of surgical residents he taught in the extraordinarily successful cardiac surgical residency program he established at the MGH. Not only was he a master surgeon, but he was also an admired and respected clinical investigator and incomparable teacher to many who today are professors and chiefs of their own programs in cardiac surgery."

Buckley was born July 1, 1932 and raised in Worcester, Mass. He was a graduate of The College of the Holy Cross and Boston University School of Medicine, which honored him with their Distinguished Alumnus award. He is survived by his beloved wife of 45 years, Marilyn (Scully), his four children, Kathleen Buckley, MD, and her husband, Thomas J. Gill III, MD, medical director of MGH Sports Medicine; Deirdre Clark and her husband Robert L. (Rufus) Clark; Kara Buckley and her husband Karl Zachar; Mortimer (Tim) J. Buckley III and his wife, Elizabeth Norris; and Buckley's 10 grandchildren.

A funeral Mass will be celebrated at 11 am Dec. 1 at Christ the King Parish located on the Commons in Mashpee, Mass.

American Academy of Nursing inducts two MGH nurses

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, and Diane Carroll, APRN, PhD, nurse researcher, recently received the prestigious honor of induction as fellows into the American Academy of Nursing (AAN) at the organization's 34th annual meeting and conference in Washington, D.C. Nov. 10. Ives Erickson and Carroll were among 54 nurse leaders from across the country to receive the honor this year.

Ives Erickson

The AAN comprises many of the nation's top nursing executives, policymakers, scholars, researchers and practitioners. Invitation to fellowship is considered a recognition of accomplishments, and fellows have the opportunity to contribute their time and expertise to the AAN to engage with other healthcare leaders to transform America's healthcare system.

Ives Erickson leads the MGH's largest clinical division and is a professor of Nursing at several Boston-area institutions. She recently was appointed by U.S. Secretary of Health and Human Services Michael O. Leavitt to serve on the National Advisory Council on Nurse Education and Practice. Her commitment to improving nursing practice in countries such as Iraq and Indonesia also contributed to her election to the academy.

Carroll

As a nurse researcher for the Yvonne L. Munn Center for Nursing Research at MGH, Carroll is responsible for developing and expanding cardiovascular nursing research. She also mentors colleagues with research questions that arise from their patient care practices.

The mission of the AAN is to serve the public and nursing profession by advancing health policy and practice through the generation, synthesis and sharing of nursing knowledge. New fellows are selected based upon evidence of significant national or international contributions to nursing and health care, and each nominee must be sponsored by two current academy fellows.

WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will offer the following events: hypertension screenings and blood pressure checks Dec. 3, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St.; a screening of the film "Hairspray" Dec. 4, from 1 to 3 pm in the Haber Conference Room; a guided tour of the West End Museum Dec. 5, from 12:30 to 1:30 pm; and the lecture "Aging Successfully" Dec. 6, from 11 am to noon in the Haber Conference Room with guest speaker Maryellen Rota, vice president of Partners Home Care. All events are free. Registration is required for the film screening and museum tour. Museum tour participants can meet at 165 Cambridge St. at noon for shuttle service to the museum. For more information or event registration, call (617) 724-6756.

Budget Creation for Clinical Research

The MGH Clinical Research Program will host "Budget Creation for Clinical Research: Possibilities and Pitfalls" Dec. 17, from 3:30 to 5 pm in the Simches Research Center, Room 3110. Douglas Reichgott, Clinical Research manager for Partners Research Ventures and Licensing/Corporate Sponsored Clinical Research, will be the guest speaker. To register, visit *hub.partners.org/catalog/crp-budgetcreation*. For more information, contact Suzanne Guerette at *sguerette@partners.org* or (617) 724-2900.

Volunteer Recognition Week

In honor of Volunteer Recognition Week, the MGH Volunteer Department will offer volunteers special pins marking their hours of service to the hospital. Volunteers can pick up their pins Dec. 3 through 7, from 8:30 am to 7 pm at the Volunteer Services Department in the Gray/Bigelow Basement, Suite 015. For more information, contact Meghan Fitzgibbons at (617) 726-8540.

Expanded services at Backup Childcare Center

The MGH Backup Childcare Center has changed its opening hour to 6:45 am to accommodate starting shifts at the hospital. The center also now is accepting babies of 12 months of age, with the goal of caring for younger infants in the future as staffing allows. For more information, call (617) 724-7100 or visit *www.massgeneral.org/childcareservices*.

EAP holiday resource tables

The Partners Employee Assistance Program (EAP) is offering holiday resource tables Dec. 11, from 12:30 to 1:30 pm at CNY Building 149, Atrium Lobby; and Dec. 19, from 2 to 3:30 pm in the WACC Lobby. EAP staff will be available to provide suggestions on how to manage stress, set realistic goals and enjoy the holiday season. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

IN GENERAL

Simga Theta Tau International, a nursing honor society, has named **MGH Patient Care Services** the 2007 recipient of the biennial Public Media Award for Print for its work on the four-part *Boston Globe* series, "Critical Care: The Making of an ICU Nurse." MGH Surgical Intensive Care Unit nurses **Michelle "MJ" Pender, RN,** and **Julia Zelixon, RN,** were featured in the newspaper in October 2005 for their participation in the MGH New Graduate Critical Care Nursing Program – Pender as a preceptor and Zelixon as her new graduate preceptee.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

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MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

MGH employees
are cordially invited to celebrate the upcoming
Holiday Season with
refreshments, music and holiday cheer during the
MGH Holiday Receptions
hosted by Peter L. Slavin, MD, President of the MGH

Tuesday, December 11, 2007
CNY Building 149 Lobby • 12:30 PM to 1:30 PM
as well as
Wednesday, December 19, 2007
Main Campus, Bulfinch Patio Tent • 2 PM to 3:30 PM
& Main Lobby by Coffee Central • 10 PM to Midnight

Holiday Sales at the MGH General Store
Thursday, December 6, 2007, 8:30 AM - 7:30 PM
Saturday, December 15, 2007, 3:00 PM - 6:00 PM
Wednesday, December 19, 2007, 10 PM - 12:30 AM

Holiday Sale at the General Store at Yawkey
Thursday, December 13, 2007, 8:00 AM - 6:00 PM

December 7, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting highlights hospital activities and capital budget

The quarterly MGH/MGPO leadership meeting Nov. 28 provided updates on the hand hygiene program, clinical business development (CBD), process improvement and the hospital's capital budget. Sally Mason Boemer, vice president for Finance; David Hooper, MD, chief of the MGH Infection Control Unit; and Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development, presented information to hospital managers and supervisors.

Peter L. Slavin, MD, MGH president, opened the meeting by announcing that the hospital had been awarded the Betsy Lehman Patient Safety Recognition Award from the Betsy Lehman Center for Patient Safety and Medical Error Reduction of the Massachusetts Office of Health and Human Services to recognize the hospital's great strides in hand hygiene compliance. The award was established to acknowledge leadership and innovation in patient safety.

Mason Boemer then introduced the Compass program – a new Partnerswide, multiphase process improvement initiative that will simplify scheduling, registration and billing. With Compass, patient information will be standardized and accessible across the Partners system, resulting in improved efficiency and accuracy and enhanced navigability of the system for both patients and Partners staff. Implementation is scheduled to take place at the MGH in 2011, and Mason Boemer emphasized that managers and staff will be updated as the process unfolds.

With Compass, patient information will be standardized and accessible across the Partners system, resulting in improved efficiency and enhanced navigability of the system for both patients and Partners staff.

Reviewing the FY '08 capital budget, Mason Boemer said that in addition to the $73.7 million allocated for the Building for the Third Century, $131 million has been set aside for new capital improvements and initiatives. This allocation to areas such as construction and renovation, clinical equipment and information systems is similar to recent years. Approved FY '08 projects support the MGH strategic plan in many ways, including enabling capacity management, growing service lines, and enhancing quality and safety measures.

Hooper provided a detailed update on the MGH's hand hygiene compliance rates and the Hand Hygiene Incentive Program, which this year links a portion of the employee bonus program to hand hygiene compliance. *(See page 4 for Hand Hygiene Incentive Program results.)*

Prestipino outlined the history and development of the hospital's CBD initiative, noting that enhancing patient care while respecting

(Continued on page 2)

Red Sox stars train at the MGH

Spring training may still be months away, but the pitchers of the Boston Red Sox have already begun gearing up for the 2008 season, participating in off-season workouts at the MGH Sports Medicine Center Nov. 27 through 29. During the workouts, players took part in a series of exercises and drills to establish their baseline strength, flexibility and cardiovascular fitness, all under the watchful eye of Red Sox coaching and training staff and MGHers including Thomas Gill, MD, chief of MGH Sports Medicine and medical director for the Red Sox; Michael Reinold, PT, DPT, ATC, CSCS, coordinator of MGH Sports Therapy Research and Education and rehabilitation coordinator and assistant trainer for the Red Sox; and Scott Waugh, PT, senior physical therapist for MGH Sports Therapy and the Red Sox. At the end of the week, individual programs were created for each player to ensure they are in peak physical condition when they report to the Red Sox training camp in mid-February.

Gill, right, supervises Red Sox pitchers Justin Masterson, Clay Buchholz and Caleb Clay during a training session.

– Leadership update

(*Continued from page 1*)
financial concerns and embracing opportunities to deliver care in community settings as a result of limited free space on the MGH main campus were among the core principles of the hospital's efforts. Strategic and business plan development has occurred for each of the MGH's targeted growth areas, leading to the development of many centers of excellence. Major strategies have included multidisciplinary program development, innovation and new technology development supported by both new physician recruitment and marketing. All of the targeted growth areas, she noted, have achieved increased patient volume in the years since implementation of the CBD initiative. Over the coming year, the CBD group will continue to analyze the impact of the initiative across the MGH and MGPO, maintain its market research activities, bring all ambulatory care center developments to implementation and focus on its strategy of network development and relationship-building with key regional players. ●

From left, O'Malley, Venna, Hornicek and Torchiana

MGPO physicians honored for clinical excellence

Congratulations to this year's recipients of the Brian A. McGovern, MD, Award for Clinical Excellence: Patricia O'Malley, MD, of Pediatric Emergency Services; Nagagopal Venna, MD, of Neurology; and Francis Hornicek, MD, PhD, of Orthopædics.

The annual Brian A. McGovern, MD, Award for Clinical Excellence was created in honor of McGovern, a respected MGH cardiologist who died tragically in 2003. The award recognizes physicians who demonstrate the qualities that McGovern embodied – clinical excellence, commitment and compassion.

MGPO Chairman and Chief Executive Officer David F. Torchiana, MD, presented each recipient with an engraved crystal plaque and acknowledged their achievements at this year's MGPO Recognition Dinner. McGovern's life was highlighted and celebrated at the event with a short film illustrating his compassion and dedication to his patients, his many inspirational qualities, intelligence and good nature. ●

Physical Medicine and Rehabilitation welcomes new chief

Zafonte

The MGH Department of Physical Medicine and Rehabilitation has welcomed a new service chief, Ross D. Zafonte, DO, who began his tenure as head of the service last month.

Zafonte, who came to the MGH from the University of Pittsburgh, holds a primary appointment at Spaulding Rehabilitation Hospital, where he is vice president of Medical Affairs, and an appointment as chairman of the Department of Physical Medicine and Rehabilitation at Harvard Medical School. In addition to managing the inpatient and outpatient clinical activities of Spaulding physicians throughout the network of regional rehabilitation facilities, Zafonte will develop the hospital's program aimed at treating and curing patients with paralysis. A recognized leader in rehabilitative medicine, Zafonte's clinical and research work has focused on rehabilitation from traumatic brain injury and recovery from physical disability. The author of numerous clinical publications, he currently serves on the editorial board of the *Journal of Head Trauma and Rehabilitation*. He succeeds Joel Stein, MD, who had been serving as the department's interim chief.

MGH Chelsea sends treats to troops

The staff members of the MGH Chelsea HealthCare Center know that a small gesture can go a long way in brightening the days of the brave men and women serving in the U.S. military. For more than a year, MGH Chelsea staff have organized a series of very special overseas deliveries, creating packages filled with personal care items, DVDs, candy and other treats for troops serving in Iraq in three branches of the military – the Marines, Army and Navy. The most recent shipment took place a few weeks ago, just in time for the Thanksgiving holiday.

The project began in October 2006 when Martha Ithier, registration specialist at MGH Chelsea, received an e-mail from her son, Luis – who was then serving with the Marines on his second deployment to Iraq – requesting that she send basic items such as toothpaste, shampoo and aspirin that he could share with his fellow troops. Immediately, Ithier sprung into action. With the support of her supervisor, Ann Marie Lahaie, Ithier shared the request with her colleagues at MGH Chelsea, and the response was overwhelming – soon, 11 care packages from the center were on their way to Iraq.

The efforts, however, did not end there. When Agnes Sarno, Patient Services coordinator at MGH Chelsea, learned of the project, she also wanted to pitch in for a reason especially close to her heart – her nephew, Matthew Proctor, was serving as an Army sergeant in Iraq. Staff from across the health center contributed items, and before long, the distribution expanded to other troops with ties to the health center. Other MGH Chelsea staff members with relatives serving in Iraq include Jack Hogan, MGH Chelsea facilities manager, whose nephew is Army Sgt. Gregory Meninger; Mary Merret, RN, nurse manager for Urgent Care, whose nephew Christopher Rogers and his wife Annaliza are both first lieutenants in the Army; and Sharon Cecca, medical abstractor, whose brother is Navy Petty Officer 1st Class Frederick Smith.

Smith, who currently is back in the United States after a yearlong deployment, recently had the opportunity to meet the MGH Chelsea staff and thank them in person for their generosity. "The gesture of the staff at MGH Chelsea sending the care packages was unbelievable," he says. "It was a real morale booster to receive the goodies and cards with people wishing us well. There were many others who did not get any packages or correspondence at all, so it was a good feeling for these people to get something sent to them too."

For more information about the care packages, contact Ithier at *mithier@partners.org* or (617) 887-3595. ●

MGH Chelsea staff prepare care packages to be shipped to Iraq.

Women's health research lecture

A former official with the U.S. Food and Drug Administration (FDA) described how the agency has dealt with issues surrounding women's health and how those activities have sometimes been influenced by political considerations at the fourth annual "Improving the Health of Women through Research at Massachusetts General Hospital" lecture Nov. 7. Susan F. Wood, PhD, formerly assistant FDA commissioner for Women's Health and director of the agency's Office of Women's Health, outlined historic highlights before discussing the events that led her to resign from the agency in protest over its handling of approval for over-the-counter emergency contraception.

Wood described how the thalidomide disaster of the early 1960s led to the FDA's receiving increased authority over drug safety and how the problems with the Dalkon shield – a contraceptive device that injured some women in the 1970s – led to expanded FDA authority over medical devices. She also noted how practices shifted from a longtime exclusion of women of childbearing age from most drug trials to new 1993 guidelines calling for broader inclusion of women in trials to reflect any gender differences in the effects of new drugs.

While emergency contraception, achieved through a high dose of birth control pills, had been widely available for years and was approved by prescription in 1999, problems arose when the manufacturer of the "Plan B" product applied for over-the-counter status in 2003. Wood explained how the normal six-month review process dragged on for several years, as decisions typically made at lower levels were repeatedly overruled or otherwise delayed by the presidentially-appointed FDA commissioner. Over-the-counter status was eventually granted in August 2006, but only for patients age 18 and older, a stipulation added despite the objection of the agency's internal reviewers.

"People at the FDA should make decisions based on the best science, on grounds related to evidence and interpretation of the evidence," Wood said. At a time when there is growing concern about how new drugs are reviewed and approved, about the safety of approved drugs and imported food products, she stressed, Americans need to be able to trust the information and decisions provided by the FDA.

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MGHers succeed in making hand hygiene 90-90 goal

Staff of Bigelow 7 celebrate reaching 100-100 hand hygiene compliance.

MGHers achieved the Hand Hygiene Incentive Program goal of reaching at least 90 percent hand hygiene compliance before and after patient contact for the months of November and September, arriving at 90-92 and 90-93 respectively. In November, four units succeeded in reaching 100-100 hand hygiene compliance before and after patient contact: Bigelow 6, Bigelow 7, Phillips House 20 and Phillips House 22. The achievements of these groups take the MGH closer to its ultimate goal of hospitalwide 100-100 hand hygiene compliance. Patient safety is always a top priority at the MGH, and using an alcohol-based hand disinfectant such as Cal Stat before and after contact with the patient or the patient's environment is one way of promoting safe patient care and preventing the spread of infections.

WHAT'S HAPPENING

Call for Macaluso Award nominations

Nominations now are being accepted for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award, which is presented annually to recognize direct care providers throughout MGH Patient Care Services whose practice exemplifies the expert application of values personified by the late Stephanie M. Macaluso, RN. Nomination forms are available at the Gray Lobby information desk and must be submitted by Jan. 14. Recipients will be announced in March 2008. For more information, contact Mary Ellin Smith, RN, MS, at (617) 724-5801.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

Senior HealthWISE lecture series

The MGH Senior HealthWISE lecture series will sponsor "Living with Arthritis" Dec. 13, from 11 am to noon in the Haber Conference Room. Suzanne Gauthier, OT, of the Arthritis Foundation, will present. For more information, call (617) 724-6756.

PIE Awards Ceremony

The 2007 Partners in Excellence Awards celebration will be held Dec. 14 at 3 pm in a new location – the Bulfinch Tent. An open reception for all MGH employees will be held from 4:15 to 5 pm. For more information, e-mail *partners inexcellence@partners.org.*

Irvin H. Blank Commemorative Lecture

The MGH Wellman Center for Photomedicine will host the annual Irvin H. Blank Commemorative Lecture, "The Genetic Building Blocks of the Skin: The Paradigm of the Dermal-Epidermal Junction," Dec. 12, from 5:30 to 6:30 pm in the Simches Research Center Auditorium. A reception will take place from 6:30 to 8 pm. Jouni Uitto, MD, PhD, chair of the Department of Dermatology and Cutaneous Biology at Jefferson Medical College, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

Wellman Center lecture

The MGH Wellman Center for Photomedicine will offer "PDT-Mediated Protein Damage and its Therapeutic Implications" Dec. 11, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Jakub Golab, MD, PhD, of the Department of Immunology and the Center for Biostructure Research at the University of Warsaw, Poland, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

December 14, 2007

MGHHOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Transplant Center Symposium highlights past achievements and future goals

More than 200 nurses, physicians and researchers from the MGH Transplant Center gathered Nov. 16 to celebrate the center's first annual symposium highlighting the novel research and important life-saving contributions to organ transplantation being made at the newly formed center.

The event began with opening remarks from Joren C. Madsen, MD, DPhil, director of the Transplant Center, and Jay Fishman, MD, associate director.

(*Continued on page 2*)

From left, Kevin O'Connor, NEOB senior vice president; Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development; Madsen; Rich Luskin, NEOB president and CEO; Fishman and Valerius during the HRSA Award presentation

Angels Above brave snowstorm for holiday cheer at MGH*f*C

The season's first winter snowstorm did not prevent the Angels Above Charitable Trust "angels" – Sue Horman, founder of Angels Above and her colleague, Mary Beth Brunelle – along with their special friends from the North Pole, Santa Claus and his elves from traveling to the MassGeneral Hospital *for* Children (MGH*f*C) Dec. 13 to bring holiday cheer to young patients. The festive group brought treats and gifts for the children on Ellison 17 and 18 as well as the Pediatric and the Neonatal Intensive Care Units.

A party for the pediatric patients receiving treatment at the MGH*f*C was held in the Ellison 18 playroom, where Horman and Brunelle helped Santa Claus pass out gifts to each patient. Parents and siblings were not left out of the festivities and were treated to a special lunch and presents as well.

"Sue and Mary Beth really do go above and beyond to put a smile on a child's face," says Ashley Reardon, MGH*f*C child life specialist. "They do so much for the patients and not just during the holidays. They do this all year long, and so many patients have benefited from their kindness and generosity."

Horman established Angels Above in 1996, shortly after her 18-year-old daughter, Kimberly, died from cancer. She created the organization as a way to give back to the hospital and help children who are receiving treatment. Horman and Brunelle work together with the MGH*f*C Child Life Department to provide gifts for pediatric patients year-round. They bring happiness to the children's days and help ease the stress of hospitalization.

Says Horman, "We really look forward to seeing the children this time of year. They usually come to the hospital for treatment, but today many of them came in just for the party so they could celebrate the holidays, meet Santa and have the chance to just be kids."

For more information about Angels Above, call (978) 452-4833.

Angels Above bring holiday cheer to MGHfC patients.

– *Transplant center*

(Continued from page 1)

Both thanked the group for its commitment to innovation and teamwork, and Madsen outlined the center's goals.

"This symposium is about what the future holds for the MGH Transplant Center," he said. "It's not only about increasing the numbers of transplants. It's also about progressive thinking and innovation."

Paul S. Russell, MD, chief of the MGH Transplant Unit from 1969 through 1990, followed with a talk about the MGH's tremendous contributions to transplantation, illustrated with photographs from some of the earliest transplant research and procedures. Guests also heard presentations and discussions on recent advancements in heart failure treatment and the success the MGH has achieved in establishing immune tolerance in kidney transplant recipients. In the afternoon, MGH scientists at work on difficult problems in transplantation immunobiology presented their findings.

As another component of the symposium, the New England Organ Bank (NEOB) presented the MGH with the U.S. Department of Health and Human Services HRSA Medal of Honor for excellent achievements in organ donation.

Through the first 11 months of 2007, there have been 23 organ donors at the MGH, more than in any previous calendar year. "These numbers represent the commitment and dedication of everyone at the MGH toward organ donation," said Wendy Valerius, RN, MGH donation liaison and hospital relations coordinator for the NEOB.

Transplant Center leadership agreed that the event achieved its goal of bringing together and inspiring those working in the field of transplantation at the MGH. "The MGH holds a unique place in the history of transplantation. That, combined with all the talent currently within the center, has poised the MGH to truly become the nation's premier transplant center," says Madsen. ●

A new strategy in the fight against stress

Stress can wreak havoc on both mind and body, and prolonged exposure can exacerbate the physical symptoms of any medical condition. Based on the link between stress level and the severity of disease symptoms, clinicians at the Benson-Henry Institute for Mind Body Medicine at MGH (BHI) have developed a program that helps patients manage illness more effectively by proactively coping with stress. The Medical Symptom Reduction (MSR) program is an interactive 12-week program that incorporates relaxation techniques, positive psychology, exercise and nutrition to help individuals reduce symptoms, better cope with chronic health conditions and regain a sense of control and well-being.

MGHer Beverley Keele, MT, supervisor in the Clinical Immunology Lab, first heard of the program in January through the Be Fit relaxation sessions offered at the MGH. Keele, who was diagnosed five years ago with multiple sclerosis, an inflammatory, often painful neurological condition, noticed that after the relaxation sessions, getting up and walking was easier. Immediately, she signed up for the program.

MSR has two main focuses: reducing stress by eliciting the "relaxation response" and facilitating coping and acceptance through cognitive restructuring. The relaxation response is a term coined by Herbert Benson, MD, director *emeritus* of the BHI and author of *The Relaxation Response*. Benson was one of the first Western physicians to incorporate spirituality and holistic healing into medicine. The term describes a state of deep rest that changes the body's physical and emotional responses to stress. Its benefits include decreased heart rate, blood pressure, rate of breathing and muscle tension. With practice, the body is trained to shed stress and embrace calm.

Just as the body can be trained for the relaxation response, the mind can change how it handles stress as well. Participants complete assignments and progress reports and have weekly check-ins with a doctor or nurse practitioner.

"Over the 12 weeks of the program," remembers Keele, "I only felt better, never worse. Through meditation, I learned to listen to my body and not push myself as hard." As a result of the program, Keele mastered new strategies to control the symptoms of her condition and is progressing toward her goal of walking without a cane.

For more information or to register for the program, contact the BHI by calling (617) 732-9130 or accessing *www.mbmi.org*. ●

From left, Palacios, Yoerger Sanborn and Fifer

PARTNERS
HEALTHCARE

Partners HealthCare presented the 2007 Partners in Excellence Awards to MGH employees in a special ceremony Dec. 14. MGH employees, representing both individuals and MGH and Partners team members, received this honor for their outstanding contributions to Partners in 2007.

Congratulations to the following individuals and teams for their exemplary contributions to Partners:

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Caroline Kerns
Sarah Kessel
Taree King
Patty Knapp
Douglas Knight
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Venis Wilder
Dave Wilson
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Lawrence N. Shulman
Freda Flammer
Scott Gazelle
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Dan Zuckerman

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Kathleen Callahan
Zaimara Canas
Gus Cervini
Cora Cheng-Chong
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Ellen Edelberg
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Eleni Schizas-Ryals
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Gary Smith
Diane Spiliotis
Barbara Steele
Bernadatte Vallely
Lesley Watts
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G. Scott Gazelle
Prerna Kahlon
Hani Abujadeh
Richard Adamski
Richard Baum
Barbara Bauman
Eileen Bozadjian
Tom Brady
Kim Carvalho
Cassandra Earley
Richard Foley
Kelly Hartnett
Joshua Hirsch
Andrea Kelly
Millie Leblanc
De'Ann McNamara
Joanne Nutting
David Rosenthal
Rob Sheridan
Michael Stecker
Carol Upson
Stephan Wicky

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Jennifer Dowd
Tim Ferris
Ruth Neuhaus
Kristen Solemina

Nursing Product Branding Group
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Susan Beausoliel
Paula Bolton
Suzanne Vogel Cassidy
Lisa Cole
Tamera Corsaro
Cathy Farraher
Susan Gavaghan
Karen Kmetz
Debra Rosenberg
Martha E. Ryan
Mary Scheibert
Susan Stengrevics
Margaret Tomasini

Pathology Reference Lab Cost Management Initiative
Bill Hynes
Lou Woolf
Bruce A. Beckwith
John D. Burke
William R. Butler
Margo E. Daphnis
Thomas P. Dunphy
Lyman Garniss
Frank J. Giacalone
Ellen M. Goonan
Anthony Guidi
Petr Jarolim
Michael Laposata
Kent Lewandrowski
Margaret Lobo
Donna Macmillan
Pamela McCue
Doreen McGovern
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Looking back on service improvement

Over the past year, MGHers from numerous departments have participated in the MGH/MGPO Service Improvement Department's Service Learning Series, which offers forums focused on giving managers and leaders the knowledge and tools needed to enhance their service delivery. Through a framework of "the five stages of change," facilitators Cindy Sprogis and Sandra St. Fleur of the Service Improvement Department have shared strategies, tips and ideas to help the MGH community improve the ways staff shape the experience of care for patients and one another. Throughout, they have stressed the theme that successful initiatives must be carefully coordinated from start to finish.

"The secret to changing one's environment is to remain dedicated to the change effort," says St. Fleur. "Each service improvement opportunity is unique and must be approached comprehensively so that everyone understands how they will contribute to and benefit from the initiative."

At the year's final installment on Nov. 14, "Stage V: Measuring Outcomes of a Change Effort," St. Fleur explained how to measure the outcome of a service improvement initiative. The acronym S.M.A.R.T. helps identify items for review that are Specific, Measurable, Attainable, Relevant and Timely. Next, an after-action review must take place among the project's key stakeholders with an emphasis on communication to determine the degree to which the project achieved what it set out to do. Finally, recommendations for the project's next steps are formulated based on group input.

The 2008 Service Learning Series will kick off Jan. 29 in the O'Keeffe Auditorium. For more information, contact Sprogis at *csprogis@partners.org.* ●

Addressing parental smoking

Millions of American families may soon be on their way to living smoke-free lives through a new research initiative led by Jonathan Winickoff, MD, MPH, of the Center for Children and Adolescent Health Policy at the MassGeneral Hospital *for* Children. The National Institutes of Health recently awarded Winickoff a $4 million grant to fund a national trial exploring ways to eliminate childhood exposure to secondhand smoke by helping parents quit the habit.

At the heart of Winickoff's trial is an innovative concept: targeting adult smokers in a pediatric setting. With many parents often visiting their children's primary care physicians more regularly than they seek care for themselves, pediatric appointments provide clinicians with a unique opportunity to address the smoking habits of parents. Based on this knowledge, Winickoff and his team developed an intervention to address parental smoking in the pediatric setting, employing techniques such as counseling, referral to smoking cessation services and pharmacologic management of tobacco dependence. Set to launch in 2008, the trial will recruit patients from Pediatric Research in Office Settings, a research network developed by the American Academy of Pediatrics and serving nearly three million children in the United States.

MGH Heart Center celebrates program milestone

Members of the MGH Heart Center's Hypertrophic Cardiomyopathy (HCM) Program recently celebrated a program milestone – the 100th alcohol septal ablation at the MGH. Alcohol septal ablation is an innovative procedure used to treat patients who have a form of heart disease called hypertrophic obstructive cardiomyopathy. MGH clinicians also have set a safety standard in reaching this goal, performing these 100 septal ablations without any procedural mortality.

Performed by interventional cardiologists, this minimally invasive treatment was introduced in London 13 years ago. Michael A. Fifer, MD, director of the MGH Cardiac Catheterization Laboratory, brought the technique to the MGH nine years ago. The procedure is designed to remove a small amount of thickened heart muscle that blocks the flow of blood out of the heart. Fifer and colleague Igor Palacios, MD, thread a catheter up the femoral artery into the aorta and into the tiny branch of the coronary arteries that feeds the critically located segment of heart muscle. Danita M. Yoerger Sanborn, MD, and Michael H. Picard, MD, of the MGH Cardiac Ultrasound Laboratory, then perform a special type of echocardiography to confirm the correct location for alcohol injection. After the procedure, a great majority of patients experience markedly reduced symptoms.

Alcohol septal ablation is just one facet of the comprehensive care offered by the HCM Program, which is a multidisciplinary effort that incorporates the expertise of the MGH Arrhythmia Service, led by Theofanie Mela, MD; Cardiac Genetics, led by Calum A. MacRae, MD, PhD; Cardiac Imaging, led by Suhny Abbara, MD; and Cardiac Surgery, led by Gus J. Vlahakes, MD.

For more information about the procedure or the HCM Program, contact Patricia A. Lowry, ACNP, at *plowry@partners.org.* ●

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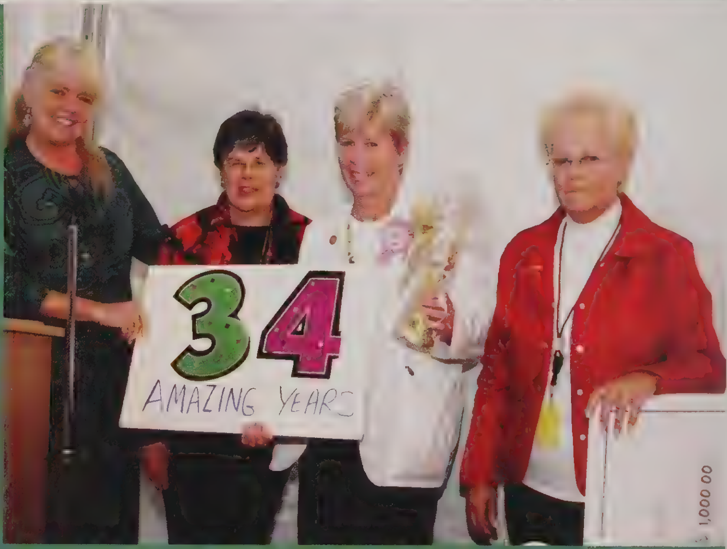
MGH**HOTLINE**

And the Oscar goes to ...

At a ceremony Oct. 12, the staff of the MGH Chelsea HealthCare Center presented the annual Sarah Jennings Richards, MD, Award to Laurie O'Leary, NP. Named in honor of Richards, a pediatrician who served the Chelsea community for more than 30 years, the award recognizes a member of the MGH Chelsea staff who has worked at the center for more than 20 years and exemplifies the professionalism, dedication and clinical excellence Richards embodied. O'Leary, chosen from among 16 nominees, was presented with an "Oscar" statue made of Richards' favorite sweet – chocolate. O'Leary's name also was inscribed on a plaque in the MGH Chelsea lobby, and $1,000 was set aside as a scholarship fund for a Chelsea High School student pursuing a career in health care. The money was raised through an auction organized by the MGH Chelsea staff.

For more information about the award or scholarship, contact Margo Johnson at (617) 887-3824 or at *majohnson@partners.org.*



From left, Sheila Desmond, MD; Richards; O'Leary; and Johnson

WHAT'S HAPPENING

EAP holiday resource table

The Partners Employee Assistance Program (EAP) will host a holiday resource table Dec. 19, from 2 to 3:30 pm in the Main Corridor. EAP staff will be available to provide suggestions on how to manage stress, set realistic goals and enjoy the holiday season. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Basic Biostatistics for Clinical Investigators

The MGH Clinical Research Program and the MGH Biostatistics Center are offering "Basic Biostatistics for Clinical Investigators" Jan. 9, 16, 23 and 30 from 3:30 to 5 pm in the Simches Research Center, Room 3110. The course qualifies for 6 hours of AMA Category 1 credit for physicians. Pre-registration is required, and the fee is $50. To register, visit *hub.partners.org/catalog/crp-2005-basic-biostats.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

Holiday songfest

MGH Chaplaincy will host a holiday songfest Dec. 20, from noon to 1 pm in the Main Corridor. For more information, call (617) 726-2220.

Eldercare discussion group

The Partners Employee Assistance Programs will host its monthly eldercare discussion group Dec. 18, from noon to 1 pm in the Yawkey Center, Room 7980. Topics will include family dynamics when caring for an elder adult and changes in sibling, parent and child relationships. Janet Loughlin, LICSW, will be the facilitator and Barbara Moscowitz, LICSW, will be the guest speaker. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Senior HealthWISE exercise

MGH Senior HealthWISE will offer a "Get Warm, Stay Fit" exercise session Dec. 20, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Registration is required. For more information or to register, call (617) 724-6756.

Winter computer schedule

Partners Information Systems has released the winter 2008 schedule for computer training workshops, including Microsoft 2003 applications. For a complete schedule, course descriptions or to register, visit *is.partners.org/training.* For more information, contact Erin Dooley at (617) 724-6523 or *eadooley@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

Contact:
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David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
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www.massgeneral.org/news/

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December 20, 2007

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Holiday cheer celebrated at MGH receptions

Merriment abounded as hundreds of MGHers attended the annual MGH holiday receptions hosted by Peter L. Slavin, MD, president of the MGH. CNY employees celebrated the holidays Dec. 11, and main campus staff members enjoyed the festivities Dec. 19 with receptions for both day and night shift employees. ●

MGHers celebrate the holidays at main campus and CNY receptions.

PIE Awards salute exceptional service

More than 1,800 MGH employees were recognized as among the best of the best during the 12th annual Partners in Excellence (PIE) Awards ceremony Dec. 14 in the Bulfinch Tent. The program honors employees – both individuals and teams – for their outstanding contributions throughout the year in the areas of quality treatment and service, leadership and innovation, teamwork, operational efficiency and community contributions, Peter L. Slavin, MD, president of the MGH, and James J. Mongan, MD, president and chief executive officer of Partners, personally congratulated each of the recipients.

"Thanks to your efforts, the MGH is a strong and vital organization that has always remained committed to our mission of providing comfort, healing, hope and the highest-quality care to each patient who walks through our doors," said Slavin. "The MGH is blessed to have so many talented, dedicated and compassionate individuals on its staff."

Enjoying this year's PIE awards ceremony

Thoracic Surgery staff with gifts for U.S. soldiers

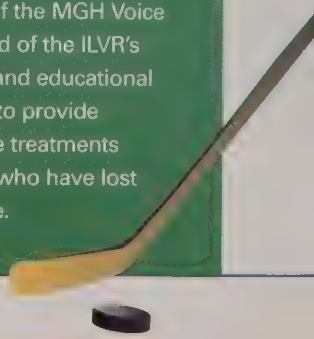
Helping U.S. troops have a happy holiday season

When Cameron Wright, MD, of MGH Thoracic Surgery, volunteered to serve with the Army in Iraq in November, his colleagues back home at the MGH wanted to honor both Wright and the brave men and women serving alongside him. The Ellison 19 and Thoracic Surgery administrative staff learned that hospitalized soldiers have few distractions to pass the time and often enjoy watching movies on portable DVD players, which wear out every few months from repeated use. The entire staff – led by project organizers Anne Gilson, RN; Bonnie Prall, RN; and John Reilly, RN – pitched in to buy not only 10 new DVD players, but also a number of favorite movies and other treats to be included in care packages for the troops. ●

Julie Andrews sings the praises of the MGH

Dame Julie Andrews – legendary award-winning British actress, singer and author – was the special guest at an intimate dinner Dec. 2 hosted by the patient-based nonprofit Institute for Laryngology and Voice Restoration (ILVR), which collaborates closely with the MGH Voice Center. Andrews joined Peter L. Slavin, MD, MGH president; Andrew Warshaw, MD, MGH surgeon-in-chief; Steven M. Zeitels, MD, director of the MGH Voice Center; Robert E. Hillman, PhD, co-director and research director of the MGH Voice Center; and Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development, to pay tribute to the MGH clinicians whose expertise and state-of-the-art surgical and medical care helped her following unsuccessful vocal cord surgery at another institution. As honorary chairwoman of the ILVR's board of directors, Andrews is a longtime supporter of the staff of the MGH Voice Center and of the ILVR's research and educational missions to provide innovative treatments for those who have lost their voice.

From left, Prestipino, Hillman, Zeitels, Andrews, Warshaw and Slavin



Boy Scouts donate toys

On a frigid afternoon Dec. 17, Heather Peach, child life specialist at the MassGeneral Hospital *for* Children (MGH*f*C), helped to unload a truck of toys donated by Eagle Scout candidate Matthew Burke and his fellow scouts outside the Yawkey Center for Outpatient Care. Weeks earlier, Burke had organized a large toy drive in his Westwood hometown to benefit the young patients at the MGH*f*C as part of his Eagle Scout project. The hundreds of toys, including gift cards, movies, arts and crafts, and board games, will be distributed throughout the pediatric clinics' waiting rooms and play areas. ●

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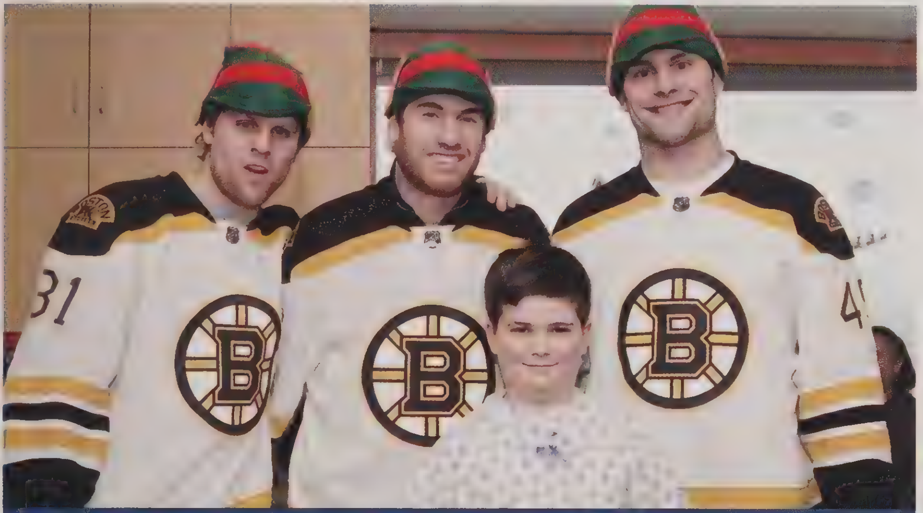
RAISIN BRAN

From left, Will Scannell, Will Richardson, Chris Burke, Matthew Burke, David Burke and Peach



From left, Kessel, Allen, Williams and Stuart

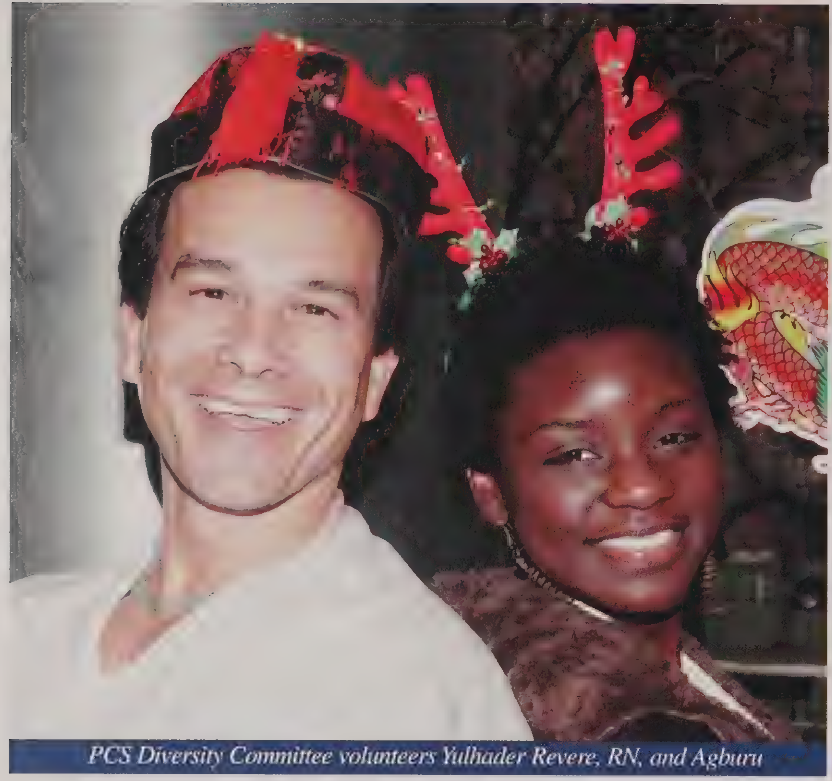
Bruins ice men melt hearts at MGHfC

In the thick of the holiday season, several Boston Bruins hockey players took a break from the rink to bring some warmth to patients at the MassGeneral Hospital *for* Children (MGH*f*C). Bobby Allen, defenseman; Philip Kessel, center; and Mark Stuart, defenseman, delivered gifts to children at the Ellison 18 playroom and visited pediatric patients in their hospital beds. Patrick Williams was among the group of young patients who enjoyed the special visit from the athletes.

Santa's special delivery

Christmas came early this year for a number of young cancer patients at the MassGeneral Hospital *for* Children. On Dec. 17, children receiving treatment at the Pediatric Hematology-Oncology Unit, the Francis H. Burr Proton Therapy Center, and Ellison 17 and 18 were treated to a surprise visit from Santa Claus – otherwise known as Kevin Raskin, MD, of MGH Orthopædics – who delivered more than 50 holiday gift bags donated by Linda Comeau and Crystal Moore, also of MGH Orthopædics. The bags were stuffed to the brim with toys, gift cards, hats, scarves and other treats donated by Orthopædics staff and other departments including Radiology, Nutrition and Food Services, and the MGH Gift Shop. The delivery has become a much-anticipated annual tradition for the Orthopædics staff, who celebrated their third year of deliveries this year. ●

Santa and his helpers with gifts for MGHfC patients



PCS Diversity Committee volunteers Yulhader Revere, RN, and Agburu

Diversity events ring in the season

The MGH Patient Care Services (PCS) Diversity Committee hosted two of its popular annual events Dec. 13: a "Holidays Around the World" information table in the Main Corridor and the HAVEN (Hospitals Helping Abuse and Violence End Now) gift drive in the East Garden Room.

Staffed by PCS volunteers, the table showcased decorations, information and treats representing the holidays of Chanukah, Christmas, Chinese New Year, Ramadan, Hajj, Kwanzaa, the winter solstice, Diwali and several Native American traditions. Says Olako Agburu, MPH, administrative fellow, "Coming to Boston from California, I never expected to experience such a commitment to diversity as I have at the MGH."

Meanwhile, presents were piled high at the annual HAVEN gift drive to provide toys and necessities to local families in need. Typically an initiative that benefits the clients of HAVEN, the event this year also served families referred by social workers at the MGH's main campus and the Charlestown HealthCare Center. In all, 143 families were "adopted" by MGHers – the largest number ever. The effort was driven entirely by word of mouth, often with whole departments or patient care floors coming together to provide every item on a family's wish list. Many individuals adopted families as well. Through the coordination of PCS, Materials Management, Nutrition and Food Services, Partners Transportation and others, the packages were sent out to provide holiday cheer to many.

For more information about the PCS Diversity Committee, contact Carly Jean-Francois, RN, at *cjeanfrancois@partners.org* or access *www.massgeneral.org/pcs/prof_div.asp.* ●

Spreading holiday cheer over the air

During the holiday season, MGHers can tune in to radio stations such as WODS-Oldies 103.3 and WROR-105.7 for a festive dose of Christmas music. If they listen closely, though, they might hear a special reference to the MGH: Local musician James Melody's song "Christmas in Boston," which has received regular airplay both this year and last, begins its second verse, "There are wise men in Cambridge / Angels at Mass General."

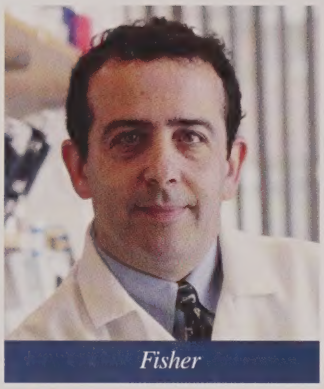
The MGH earned the special mention due to the experience of Melody and his wife, Cassandra, with the MGH Fertility Clinic. Physicians Laura Riley, MD, and Jan Shifren, MD, worked with the couple through conception and eventually oversaw the birth of their daughter, Reilly, in 2004. Says Melody, "Because of how awesome Mass General was in this process, I felt compelled to include the hospital in my song." Melody also is donating a percentage of the song's sales back to the MassGeneral Hospital *for* Children.

> **"There are wise men in Cambridge/ Angels at Mass General."**

The story doesn't end there, however. A former college friend of Melody's, David Ryan, heard the song on the radio and contacted him after many years to tell him about his own experience with the "angels at Mass General." Ryan's wife, Beth, was due to undergo surgery at the MGH for a thyroid condition and was very anxious in the days leading up to the procedure. To calm her fears, a family friend sent over a package containing a porcelain angel and this note: "You'll be in good hands, for there truly are angels at Mass General."

For more information or to hear the song, access *www.james-melody.com.*

Fisher named chief of MGH Dermatology



Fisher

David E. Fisher, MD, PhD, an internationally known researcher, clinician and academic, has been named chief of the MGH Department of Dermatology, director of the MGH Cutaneous Biology Research Center and director of the Melanoma Center at MGH. Fisher succeeds John Parrish, MD, who has led the department since 1987. A professor of Pediatrics at Harvard Medical School, Fisher comes to the MGH from the Dana-Farber Cancer Institute (DFCI), where he directed the Melanoma Program.

His research has focused on the molecular mechanisms of melanocyte biology; specifically, the developmental, signaling and transcriptional pathways responsible for human melanomas, hyperpigmentation, albinism and hair graying. Most recently, his work at the DFCI identified the transcription factor, MITF, as essential for the development of normal melanocytes as well as responsible for cancerous transformations. As a clinician, he has worked to translate these new understandings into advances in diagnosis, treatment and prevention of human diseases related to the skin and associated disorders.

A graduate of Swarthmore College with a degree in Biology and Chemistry, Fisher is also an accomplished concert cellist and received a degree from the Curtis Institute of Music in Philadelphia. After completing a doctoral degree at Rockefeller University, he began his medical training at Cornell University Medical College and his residency in Internal Medicine at the MGH. Following the completion of clinical fellowships in both adult and pediatric oncology at the DFCI and Children's Hospital Boston and his postdoctoral research at MIT's Center for Cancer Research, Fisher joined the DFCI staff.

He currently is the president of the Society for Melanoma Research, the largest international society dedicated to the study of melanoma. Fisher will begin his post at the MGH after the new year.

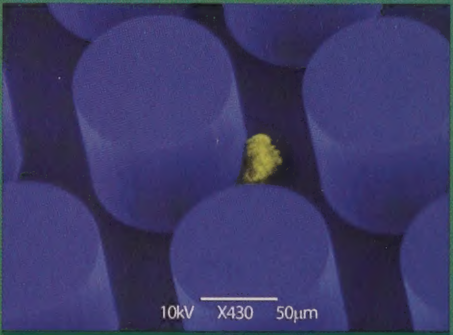
ADVANCES

Microchip-based device can detect rare tumor cells

Investigators from the MGH BioMicroElectroMechanical Systems (BioMEMS) Resource Center and the MGH Cancer Center have developed a microchip-based device that can isolate, enumerate and analyze circulating tumor cells (CTCs) from a blood sample. CTCs are viable cells from solid tumors carried in the bloodstream at a level of one in a billion cells.

"This use of nanofluidics to find such rare cells is revolutionary, the first application of this technology to a broad, clinically important problem," says Daniel Haber, MD, director of the MGH Cancer Center and a co-author of the report in the Dec. 20 issue of *Nature*. "The approach raises the possibility of rapidly and noninvasively monitoring tumor response to treatment, allowing changes if the treatment is not effective, and the potential of early detection screening in people at increased risk for cancer."

Microchip-based technologies have the ability to accurately sense and sort specific types of cells from samples the size of a single drop of fluid. Since CTCs are so rare, detecting them in useful quantities requires analyzing samples that are 1,000 to 10,000 times larger. To meet that challenge, the MGH BioMEMS Resource Center research team – led by Mehmet Toner, PhD, director of the center in the MGH Department of Surgery, and Ronald Tompkins, MD, ScD, chief of the MGH Burn Unit – investigated factors required for microchip analysis of sufficiently large blood samples.



A lung cancer cell (green) adheres to an antibody-covered micropost in the CTC chip.

The device they developed, called the CTC-chip, utilizes a business-card-sized silicon chip, covered with almost 80,000 microscopic posts coated with an antibody to a protein found on most solid tumors. Using the chip to analyze blood from cancer patients showed it was able to capture CTCs in 99 percent of the samples and did not incorrectly indicate the presence of CTCs in any control samples. "We looked at four major cancer killers and were able to consistently find these cells and correlate test results with traditional monitoring techniques," Toner says.

Considerable work needs to be done before the CTC-chip is ready to be put to clinical use, and the MGH investigators are establishing a Center of Excellence in CTC Technologies to further explore the potential of the device.

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WHAT'S HAPPENING

Change in *Hotline* schedule

Due to the Christmas holiday, *MGH Hotline* will not publish Dec. 28. The regular schedule will resume Jan. 4.

Senior HealthWISE screenings

MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks Jan. 7, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call (617) 724-6756.

Smoking cessation programs

The MGH Tobacco Treatment Service will offer seven-week smoking cessation programs Tuesdays, beginning Jan. 15, from noon to 1 pm; Wednesdays, beginning Jan. 2, from 5:30 to 6:30 pm; and Thursdays, beginning Jan. 10, from 2 to 3 pm. Topics will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free lifestyle. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Pre-registration is required. For more information or to register, call (617) 726-7443.

Partners Physicians Day

The annual Partners Physicians Day will be held Feb. 2, from 8 am to 5 pm at the Boston Marriott Copley Place. All Partners physicians are invited to attend. The keynote address, "The Good, the Great, and the Rest: The Problem of Performance in Medicine" will be given by Atul Gawande, MD, MPH. Online registration is available until Jan. 11. Registration after Jan. 11 will be completed on site. To register, visit *clinicalaffairs.partners.org*. For more information, e-mail Grace Bommarito at *gbommarito@partners.org.*

Call for Macaluso Award nominations

Nominations now are being accepted for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award, which is presented annually to recognize direct care providers throughout MGH Patient Care Services whose practice exemplifies the expert application of values personified by the late Stephanie M. Macaluso, RN. Nurses, social workers, speech and language pathologists, chaplains, and occupational, physical and respiratory therapists who spend a minimum of 50 percent of their time in a direct care role are eligible. Nominations forms are available at the Gray Lobby information desk and all nominations must be submitted by Jan. 14. Recipients will be announced in March 2008. For more information, contact Mary Ellin Smith, RN, MS, at (617) 724-5801.

Basic Biostatistics for Clinical Investigators

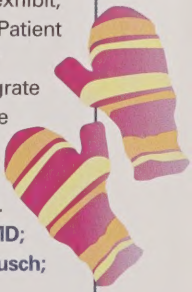
The MGH Clinical Research Program and the MGH Biostatistics Center are offering "Basic Biostatistics for Clinical Investigators" Jan. 9, 16, 23 and 30 from 3:30 to 5 pm in the Simches Research Center, Room 3110. The course qualifies for 6 hours of AMA Category 1 credit for physicians. Pre-registration is required. The registration fee is $50. To register, visit *hub.partners.org/catalog/crp-2005-basic-biostats.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

Global Health Seminar Series

As part of its Global Health Seminar Series, the MGH Center for Global Health will host "Panel Discussion on Humanitarian Emergencies" Jan. 10, from 5 to 6:30 pm in the O'Keeffe Auditorium. Susan Briggs, MD, MPH, FACS; Frederick Burkle Jr., MD, MPH; Lydia Mann-Bondat, MS, MPH; and Michael VanRooyen, MD, MPH, FACS; will be the panel participants. For more information, e-mail Roy Ahn at *rahn@partners.org* or visit *www.massgeneral.org/globalhealth.*

IN GENERAL

A scientific and educational exhibit led by **Julian M. Goldman, MD**, of MGH Anesthesia, was awarded first place during the annual meeting of the American Society of Anesthesiologists in October. The exhibit, "Improving the Safety of PCA Opioid Infusions by Integrating Patient Monitors and Infusion Pumps," explored ways medical device interoperability standards and technology can be used to integrate monitors and patient-controlled analgesia pumps to reduce the risks of respiratory complications from postoperative opioids. The MGH exhibit authors are **Goldman**; **Susan Whitehead** of CIMIT; and **Shankar Krishnan, PhD**, of Biomedical Engineering. Additional authors are **Michael Jopling, MD; Frank Overdyk, MD; Sandy Weininger, PhD; David Arney; Insup Lee, PhD; Tracy Rausch;** and **Philippe-Antoine Cortes, ME.**



Jason Wasfy, MD, MPhil, a resident in the MGH Department of Medicine, recently was honored by the Oxford University Society for his work as a recipient of Harvard School of Public Health's Presidential Scholarship in Public Service and as a founder of Americans for Informed Democracy, a foreign policy research and advocacy group. Wasfy is a former Marshall Scholar at New College, Oxford University.

Shriners Hospitals for Children–Boston has been named a recipient of the 2007 Press Ganey Summit Award, which recognizes top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years. This is the second consecutive year the hospital has received the award for Outpatient Services. Attending physicians at Shriners Hospitals for Children–Boston also hold appointments at the MGH and **Ronald Tompkins, MD, ScD**, chief of the MGH Burn Service, serves as the hospital's chief of staff.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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